FINAL REPORT

SIMILARITIES AND DIFFERENCES OF EXCELLENT SERVICE AT WAROENG STEAK RESTAURANT AND BUTCHER STEAK RESTAURANT IN PALEMBANG



This report is written to fulfill the requirement of Diploma Graduation in English Department of State Polytechnic of Sriwijaya

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STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG
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APPROVAL SHEET

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Palembang, June 2015

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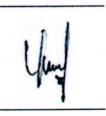
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PREFACE

First of all, the writer would like to thank Allah SWT that has given me the blessing, opportunity, and health to finish this final report. The title of my final report is "Similarities and Differences of Excellent Service at Waroeng Steak and Butcher Steak Restaurant in Palembang". This report is written to fulfill the requirement of Diploma Degree Graduation at State Polytechnic of Sriwijaya. The writer also would like to say thank you to myfirst advisor Dra. Risnawati, M.Pd and second advisor Herman, S.Pd., M.Pd because without their guidance the writer cannot finish this report and thanks to Waroeng Steak Restaurant and Butcher Steak Restaurant for giving a chance to observe. Thanks to my parents that always support and pray for me to finish this final report.

The writer realizes that this final report is still so far from being perfect. Therefore, comment and suggestion from all sources are welcomed to make my final report becomes perfect. The writer hopes that this final report can fulfill the requirement of Diploma Degree Graduation and useful for everyone, especially students in English Department at State Polytechnic of Sriwijaya.

Palembang, June 2015

The writer

ABSTRACT

Similarities and Differences of Excellent Service atWaroeng Steak and Butcher Steak Restaurant in Palembang

(RizkiJuliansyah 2015, 25 Pages, 9 Tables)

This report discusses about the similarities and differences of excellent service at Waroeng Steak Restaurant and Butcher Steak Restaurant. The researcher observed waiters and waitresses at Waroeng Steak restaurant and Butcher Steak Restaurant. The main purpose of this report is to find out the activities of waiters or waitresses at both restaurants.. The research methodology of this report are observation and questionnaire. The result shows the activities of giving excellent service at both restaurants. It can be concluded that Waroeng Steak restaurant and Butcher Steak Restaurant did three characteristics of excellent service; attitude, attention, and action.

Keywords: Excellent Service, Waroeng Steak Restaurant, Butcher Steak Restaurant, Waiters

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