

CHAPTER V

CONCLUSIONS AND SUGGESTION

5.1 Conclusions

In giving excellent service, Waroeng Steak Restaurant and Butcher Steak Restaurant had attitude, attention, and action.

In attitude, all waiters at Waroeng Steak Restaurant were happy with the job, discipline, responsible for the job, and honest. In addition, all waiters had good appearance, respected themselves and each other, improved performance level, and obeyed the rule. Meanwhile, all waiter and waitresses at Butcher Steak Restaurant were happy with the job, responsible for the job, and honest. In addition, most of the waiters also respected themselves, had good appearance, and obeyed the rule. Besides, there is only half of waiters respected each other and improved the performance level. However, there is few waiter and waitresses were discipline. In attitude, it means that Waroeng Steak Restaurant is better than Butcher Steak Restaurant.

In attention, all waiters gave the list of menu and delivered the dishes accurately. Mostly, the waiters listened to customers' need well, delivered the dishes quickly, and friendly. In addition, more than half of waiters gave greeting to customers. Moreover, waiter and Waitresses at Butcher Steak Restaurant gave the list of menu, listened to customer's need well, and delivered the dishes accurately. Mostly, waiters delivered the dishes friendly and quickly. In addition, many of waiters took the order friendly, while more than half of waiters put the customers at the first priority. Unfortunately, none of waiter and waitresses gave greeting, suggested any table, and offered the empty plates and glasses to be taken. In attention, it means that Waroeng Steak Restaurant is better than Butcher Steak Restaurant.

In action, most of waiters at Waroeng Steak Restaurant took the order and repeated the order. Moreover, many of waiters gave farewell to the customers. In other hand, mostly waiter and waitresses at Butcher Steak Restaurant took the order. In addition, many of waiters gave farewell to the customers. Furthermore,

some waiter and waitresses repeated the order. In attention, it means that Waroeng Steak Restaurant is better than Butcher Steak Restaurant.

5.2 Suggestion

The writer gives suggestion to waiters and waitresses at Waoreng Steak Restaurant and Butcher Steak Restaurant to be consistent to do their job and improve the performance level to maintain the loyalty of customers.