

LAMPIRAN

Daftar Pertanyaan Wawancara :

Metode Wawancara : Wawancara langsung

Informan : Asisten manajer dan Supervisor Restoran Palm Hotel
Holiday Inn Resort Baruna Bali

PROSEDUR OPERASIONAL STANDAR RESTORAN

Pertanyaan:

1. Bagaimana SOP tersebut diterapkan dan dipantau?
2. Apa indikator kinerja untuk menilai efektivitas SOP?
3. Apa tindakan yang diambil jika terjadi pelanggaran SOP?
4. Apa tantangan terbesar dalam implementasi SOP?
5. Bagaimana Bapak/Ibu memastikan kesadaran tim tentang SOP?

KUALITAS PELAYANAN DAN KEPUASAN TAMU RESTORAN

Pertanyaan:

Kualitas Pelayanan

1. kendala apa saja yang bapak/ibu temui dalam peningkatan kualitas pelayanan?
2. Apa strategi untuk meningkatkan kualitas pelayanan?
3. Bagaimana Bapak/Ibu menangani keluhan tamu?

Kepuasan Tamu

1. Apa kendala yang Bapak/Ibu temui untuk mencapai kepuasan tamu
2. Bagaimana cara Bapak/Ibu mengukur kepuasan tamu?
3. Apa faktor-faktor yang mempengaruhi kepuasan tamu?

Dokumentasi Wawancara :



Guest Reviews :

Dear Guest,
We are committed to provide you a great breakfast experience. Please help us with your feedback.

Guest Information
Name: Prisca Burell Room No: 0203
Date: 24/05/2024 Day: Friday
Room Type: Double Room

What items do you like the most? (Select all that apply)
☒ Breakfast Food
☒ Cleanliness
☒ Service
☒ Location
☒ Price
☒ Other: Comfortable bed

What items need to improve?
☒ Food Variety
☒ Service Speed
☒ Room Cleanliness
☒ Other: More variety of food

What items would you like to see added at our buffet?
☒ More variety of food
☒ More variety of drinks
☒ More variety of desserts
☒ Other: More variety of food

Overall Satisfaction (Rate 1-10)
 1 2 3 4 5 6 7 8 9 10
☒ 5

Liburan | Teman
 Menikmati. Tapi sarapan pagi tidak terlalu baik untuk vegetarian
 Kamar: 4 | Layanan: 4 | Lokasi: 4... lainnya
 Diterjemahkan oleh Google · Lihat versi asli (Inggris)

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Dear Guest,
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Name: Nada Room No: 4386
Date: 24/05/2024 Day: Friday
Room Type: Double Room

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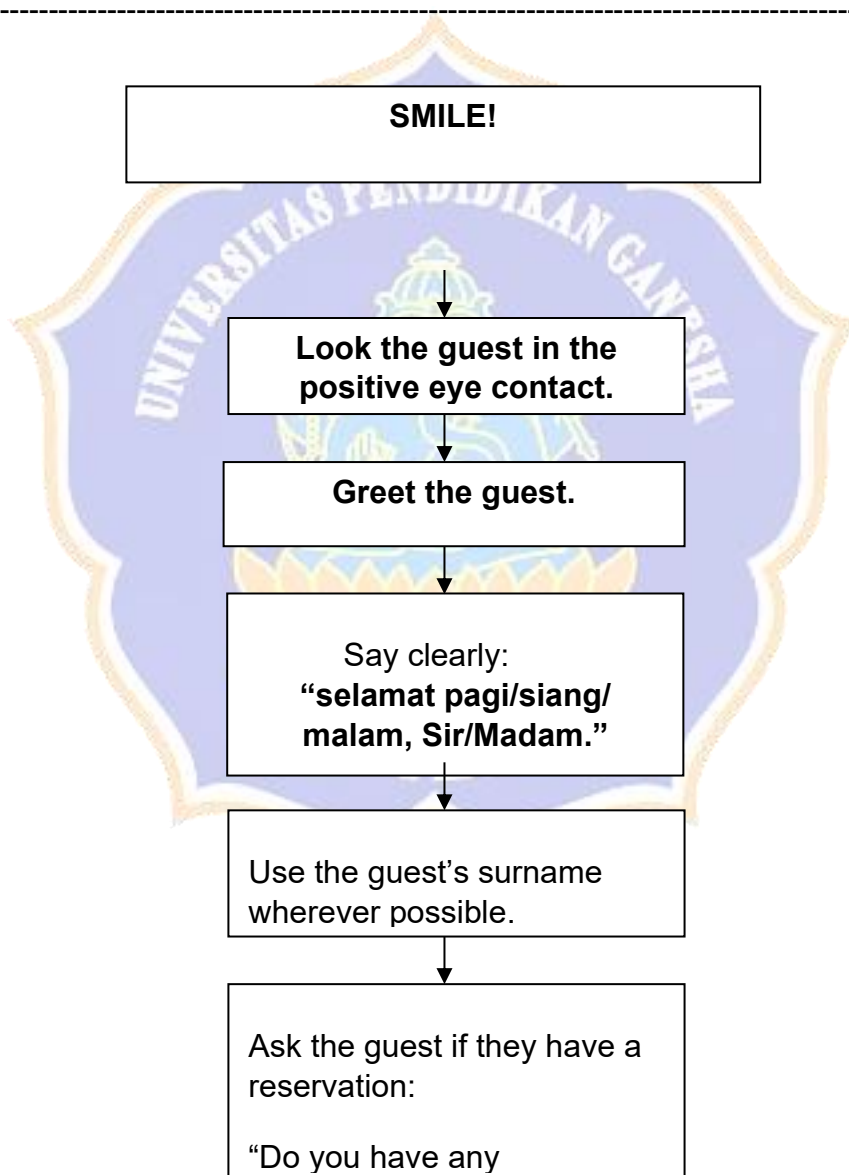
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Prosedur Operasional Standar Restoran :



Seating Guests





STANDARD OPERATING PROCEDURE

STANDARD BREAKFAST SERVICE

TASK NUMBER:	FS/GREATROOM-0001
DEPARTMENT:	Food and Beverage GREATROOM
DATE ISSUED:	JANUARY 2023
OBJECTIVE:	STANDARD BREAKFAST SERVICE
DEPARTMENT RELATED:	FS PRODUCT
TIME TO TRAIN:	10 Minutes

Why is this task important to you?

Answers:

- For clear standard every person in charge in the breakfast
- How to impress guests when they come to breakfast

2) Explain to the guests if we can provide self service.	"Excuse me, as standard here we provide self-service for the breakfast, but if the plates or glasses have been used, we will clean the equipment from the table"	Standard self service.
3) As a buffet runner explain to the guests if food changes.	"Excuse me sir/ madam, today we have ... for breakfast. do you have any changes?"	Food and beverage changes.
4) Guests Satisfaction	Waiter or waitress must be close to guests table when the guests has finished eating their food. "Ask the guests how was your breakfast?" "And ask if the guests needs anything else?"	How To do Guests Satisfaction?
5) Clean up food equipment	Clean up the plate and cutlery from the right side, and clean up the glasses on a tray.	How to clean the table?
6) Thank you	Thank you for your coming to Great Room to have a good day.	How to do?

Update by

Acknowledge By

Acknowledge By

Acknowledge by

Approve By

1 Made Nugrah Puspiana

Wahyu Purnamasari

Agus Jansumarta

Bernardus Paulus

Rafiq Jafri

