

PERAN PRAMUSAJI DI RESTORAN DJAMPI JAWI BERKONSEP JAWA MODERN

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Abstrak

Penelitian ini bertujuan untuk menganalisis peran pramusaji di Restoran Djampi Jawi yang mengusung konsep Jawa modern dan *fusion cuisine*. Fokus penelitian ini adalah dampak keterbatasan tanggung jawab pramusaji dalam melayani makanan dan minuman, serta menciptakan pengalaman positif bagi pelanggan terhadap tingkat kepuasan mereka. Untuk melakukan penelitian ini, pendekatan kualitatif digunakan dengan melibatkan observasi langsung.

Hasil penelitian menunjukkan bahwa pelayanan tetap optimal meskipun jumlah pramusaji terbatas, berkat sistem kerja yang terstruktur dan kerja sama tim yang baik. Namun, untuk meningkatkan kualitas pelayanan dan efisiensi operasional, penelitian ini merekomendasikan penambahan jumlah pramusaji serta pelatihan rutin.

Kesimpulan menunjukkan bahwa pramusaji memiliki peran penting dalam menciptakan pengalaman positif bagi pelanggan yang datang ke Djampi Jawi. Meskipun jumlah pramusaji saat ini tidak sebanding dengan beban kerja, mereka mampu menjalankan tugas dengan baik berkat sistem kerja yang terstruktur. Disarankan agar restoran menambah jumlah pramusaji, melakukan pelatihan rutin berkala, dan evaluasi rutin untuk meningkatkan kinerja pramusaji dan kepuasan pelanggan Djampi Jawi.

Kata Kunci: Peran, Pramusaji, Restoran

*THE ROLE OF WAITRESSES IN DJAMPI JAWI RESTAURANT WITH A
MODERN JAVANESE CONCEPT*

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Abstract

This study aims to analyze the role of waiters at Djampi Jawi Restaurant which carries the concept of modern Javanese and fusion cuisine. The focus of this study is the impact of the limited responsibility of waiters in serving food and drinks, and creating a positive experience for customers on their level of satisfaction. To conduct this study, a qualitative approach was used involving direct observation.

The results of the study indicate that service remains optimal even though the number of waiters is limited, thanks to a structured work system and good teamwork. However, to improve service quality and operational efficiency, this study recommends increasing the number of waiters and regular training.

The conclusion shows that waiters have an important role in creating a positive experience for customers who come to Djampi Jawi. Although the number of waiters is currently not comparable to the workload, they are able to carry out their duties well thanks to a structured work system. It is recommended that the restaurant increase the number of waiters, conduct regular training, and regular evaluations to improve waiter performance and customer satisfaction at Djampi Jawi.

Keywords: Role, Waiters, Restaurant