

ABSTRACT

Improving Service Quality and Guest Satisfaction with Effective
Communication at Grha Mahameru (January 2024),
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This report contains the experience of the internships carried out at Restaurant of Grha Mahameru Surabaya in the two months of August – October 2023. From the implementation of internship, it was found that there were two problems that the leader or manager of Grha Mahameru needed to evaluate: 1) a language barrier that limits staff from interacting with foreign guests and 2) a lack of interaction that may increase guest satisfaction. After further study through journals and other books on the restaurant industry, the writer found that an effective solution to solve the problem is through 1) language training for staff and using visual aids or multilingual menu 2) using open-ended questions face-to-face and asking feedback and give incentives at the end of the order receipts. Hopefully, using recommended methods, the quality of Grha Mahameru's service can be improved, and more local and foreign guests will conduct events at Grha Mahameru.

Keywords: communication, restaurant industry, food and beverage, servqual, guest satisfaction.