

## **ABSTRACT**

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*Winter season of Korea every year makes Korean guests come to stay at Nilai Springs Resort Hotel for vacation and golf. Waiter/waitress is also required to be able to communicate in Korean because the majority of guests from Korea cannot communicate using English. Nilai Springs Resort Hotel was initially promising for the waiter/waitress who will work at Azuma Fusion Restaurant to get Korean language training first but this has not been realized until now. The purpose of this study was to determine the improvement of service quality through waiter/waitress communication in Korean in Azuma Fusion Restaurant. Communication is a process of two or more people exchanging information. The method used in this study is a qualitative method with data collection techniques of observation, interviews and literature study. Interviews with restaurant manager, captain and trainee assistants to validate the results of observations and literature studies. The results of this study indicate that the lack of communication skills in Korean a waiter / waitress has an impact on the quality of services provided to guests. Improving the quality of service in communicating Korean waiter / waitress that has been done by the management of Nilai Springs Resort Hotel is by conducting basic training in Korean but these efforts have not been fully optimal should the management of Nilai Springs Resort Hotel provide regular training and be committed in conducting Korean language training thorough.*

*Key word: Quality of Service, Waiter/Waitress, Restaurant, Communication Capability, Korean Language.*