

ABSTRACT

This research serves as the final report of a thesis that explores and analyzes the role of becoming a server in the Food and Beverage (F&B) Service Banquet, utilizing an internship approach at Hotel TransStudio Bandung. Employing participatory observation, interviews, questionnaires, documentation studies, and systematic observations, the study aims to gain a comprehensive understanding of the tasks, responsibilities, and interactions of servers during banquet events. The results of this research are expected to provide practical insights for the hospitality industry, particularly in enhancing the quality of F&B Service Banquet. Additionally, the findings are anticipated to contribute theoretically to the understanding of the server's role in the context of hospitality services. Focusing on the internship at Hotel TransStudio Bandung, this study offers a concrete overview of the implementation of the server's role and its relevance in the dynamic hospitality industry.

Keywords: Banquet, service, hotel