ABSTRACT

Servicescape in Verde Resto and Lounge Bandung initial observation

indicate that in doing good response from consumers. The restaurant is always

trying to improve servicescape in order to make the buying interest happened.

Verde Resto and Lounge Bandung aware of the important of concept to be able to

attract the of consumers, and to fulfilling the consumer demand and expectations.

Which then may affect the buying process and can create buying interest again.

The purpose of this study was to determine how much influence of the buying

interest re servicescape consumers Verde Resto and Lounge Bandung.

The sample of this study is 100 respondents. The type of this research is

descriptive analysis with quantitative approach, the analysis used is multiple

linear regression, the samples taken by random sampling. Dimensions

servicescape were used that ambient condition, spatial layout and functionality,

and the signs, symbols, and artifact.

Based on the results of descriptive analysis, obtained that the servicescape

in Verde Resto and Lounge Bandung shown overall percentage value by the total

score is 76.5%, gain good ratings by the consumers. The amount the effect of

ambient condition (X1) to re buying interest (Y) was 21.1%, the influence of

spatial layout and functionality (X2) to re buying interest (Y) is at 10.0%, the

influence of signs, symbols, and artifacts (X3) on the buying interest (Y) is 9.0%.

Verde Resto and Lounge Bandung should continue to improve the

existing of the servicescape so that consumers will feel satisfy and interested in

coming back.

Keywords: Servicescape, Repurchase Interest, Restaurant