

ABSTRACT

At Nilai Springs Resort Hotel, Malaysia has 3 restaurants including Azuma, Golferterace and Springs Cafe Restaurant. From the initial observation it can be seen that Golferterace Restaurant has more guests, and also has more complaints from guests, while Springs Cafe Restaurant has quite a lot of guests, while Azuma Restaurant does not have many guests. In this case the author find out about restaurant operations and analyze the 3 restaurants and comparative to know the advantages and disadvantages of the 3 restaurants. Because of this the authors use a qualitative methodology with data analysis techniques, observation and interview purpose is to know and analyze the operations of Azuma, Golferterace, and Springs Cafe Restaurant. The results of the author's research is Golferterace Restaurant has kopitiam menu while Azuma Restaurant has a menu of Japanese, Korean, and Chinese. But concentrate more on the Japanese menu while the Springs Cafe Restaurant werstern menu. Services that are in use at Golferterace Restaurant is a service that is more concerned with speed while Springs Cafe Restaurant is a service by using standard squen of service with friendly service. Standard Operating Procedures Azuma, Golferterace, and Springs cafe Restaurants have the appropriate Operating Standards Procedures. From this it can be seen the comparison of the 3 restaurants are Azuma And Springs Cafe Restaurant has many similarities in service only azuma have more specific service to the country of Japan.

Keywords: Comparative, Operational Restaurant, Nilai Springs Resort Hotel