

## ABSTRACT

---

*Hospitality industry is connected with quality service, because quality service is a form of activity that carried out by a company in order to fill the consumers expectation, which is crucial and have a direct impact with company. Quality service in Gendis Restaurant Hotel Santika Premiere Harapan Indah City has not been qualified as good based on guests complain. That is not accordance with dimension of quality service such as realibility, responsiveness, assurance, emphaty and tangibles. Author used a descriptive quantitative method in this research and to value this problem, author used questionnaire that given to Gendis Restaurant Hotel Santika Premiere Harapan Indah City guests. As a result about quality service value in Gendis Restaurant Hotel Santika Premiere Harapan Indah City Bekasi, there are the results which the quality service in Gendis Restaurant has meet five dimension of quality service. This research is expected to give positive feedbacks for the restaurant and hotel so the quality service in Gendis Restaurant Hotel Santika Premiere Harapan Indah City Bekasi can increase highly.*

*Keyword: Quality service, restaurant, Hotel Santika Premiere Harapan Indah City Bekasi.*