

ABSTRACT

As a form of restaurant business in Bali, The Stones Hotel strives to create more effective and efficient services. This study aims to examine the influence of the role of the coffee runner on breakfast operations at The Stones Hotel Legian, Bali. The non-optimal serving of coffee resulted in complaints from guests, for example cold coffee when it arrived at the guest table. Then when the occupancy rate is high, especially during the breakfast operation, coffee becomes important at breakfast because most guests order coffee. The Stones Legian Bali Hotel provides various coffee variants, but the human resources that are deployed are very limited. In this study the authors conducted observations, interviews and documentation studies to examine how the role of the Coffee Runner in optimizing breakfast operations with the research technique used is the Qualitative Descriptive Technique. The results of this study indicate that the existence of a Coffee Runner is proven to improve breakfast operations, waiters can focus on their main work and the quality of service can be maintained. Baristas can work more efficiently and focus so they can maintain the quality of the coffee and minimize guest complaints about coffee. Apart from that, in carrying out their duties, Coffee Runner also encountered obstacles, including: negligence of the waiter in recording guest orders. Coffee Runner (Trainee) had difficulty memorizing the table number. Lack of staff supervision of the quality of coffee made by Trainees, and leaders who do not provide direction or training to trainees in handling coffee products.

Keywords : Role of Coffee Runner, Effective Services