

## ***ABSTRACT***

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*This study discusses efforts to increase guest satisfaction in the food & beverage department at Resinda Hotel Karawang which is motivated by the lack of responsiveness of the waiter to meet the needs of guests and the lack of mastery of the menu owned by the waiter/waitress which has an impact on the lack of guest satisfaction. The purpose of this study was to determine the efforts made by waiters on service in restaurants to increase guest satisfaction. This study uses a qualitative method with a descriptive study. Data were collected by interview, observation, and documentation study.*

*Keyword: Restaurant, Guest satisfaction*