

ABSTRACT

Food and beverage is a department in the hotel which is in charge of providing and processing food and beverage there are several sections such as service, main kitchen, cold kitchen, hot kitchen and pastry. some of them are tasked with providing good service to guests to get quality service in the food and beverage department. product quality to achieve guest satisfaction in the products produced. in improving product quality, every hotel has several ways to improve the quality of raw materials that will be used to process products. the purpose of this study is to find out how the efforts of food and beverage in increasing the quality of raw materials in hotels. This research method uses a qualitative approach and uses data collection techniques in the form of observation, interviews and documentation and suggestions according to the author. the results of the study were to determine the efforts of the food and beverage department to improve product quality in hotels

Keywords : Food and Beverage, Raw Materials, Product quality.