

## **ABSTRACT**

The thick Javanese culture and historical values add a special impression for tourists to add to their experience in traveling in Surakarta City. The city that has city branding "The Spirit of Java" is visited by many tourists from outside the region to foreign tourists with the purpose of traveling and doing business. The tourists who come to Surakarta are mostly traveling to traditional places that have high historical value, one of them is Surakarta Palace which is still active until now. The development of tourism in Surakarta City can be seen with the development of the hotel accommodation industry that provides services for overnight stays, meeting places for business, one of which is Alila Solo Hotel. This research discusses the Quality of service in personal and procedural dimensions at Hotel Alila Solo, especially in the Food and Beverage department of the service section. This strategy is carried out to determine the level of service that exists in the Waiter / Waitress who has the obligation to maintain the quality of service in the restaurant. The methodology used for this research is qualitative methodology, which is supported by observation data documentation, and interviews. The results of this research are expected to be well received, both in the industrial environment and in the community.

Key Words : Quality of service, Food and Beverage Service, Hotel Alila Solo