

# LAMPIRAN

## Lampiran 1. Kuesioner Kualitas Produk Makanan dan Kualitas Pelayanan

### INTRODUCTION

We do Respect and Welcome to our Lovely Guest, who come staying with us. It's important to let us know the feedback about how our guest experiences on their stay and how to taking care and give another solution as long as in Six Senses Uluwatu Bali Resort . It is honor to have the scores from you to gives us feedback. This Survey is about Quality of Product and Quality of Service in Food and Beverage. Please kindly fill the question with the tick (✓).

### PERSONAL DATA

NAME:

AGE:

GENDER: M  F

NATIONALITY:

STATUS:

HOW LONG STAY IN SIX SENSES ULUWATU BALI:

1. How would you rate your opinion of the following statements?

1. Bagaimana penilaian anda tentang pernyataan dibawah ini?

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		Sangat Setuju	Setuju	Netral	Tidak Setuju	Sangat Tidak Setuju
The Resort consistently delivers the Six Senses Vision and Values	<i>Resort ini secara konsisten menerapkan Visi dan Nilai-Nilai dari Six Senses</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that everyone in resort is friendly and doing their works very well.	<i>Saya merasa bahwa semua orang di resort ramah dan bekerja dengan baik.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am proud of the products and services the resort team provides.	<i>Saya bangga dengan produk dan pelayanan yang diberikan oleh tim resort.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality of Product

Color

The color of the food is makes me appetite to eat	<i>Warna dari makanan saya membuat saya mempunyai keinginan untuk memakannya</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Appearance

I like the appearance of the food looks good and tempting.	<i>Saya senang dengan penampilan dari makanannya terlihat baik dan menggugah.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Portion

Food portion is well suited with my portion.	<i>Makanan saya sesuai dengan porsi saya/keinginan saya</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Shape

Cutting the portion of the food is right and plating on plate is nice.	<i>Potongan bagian per porsi makanannya sesuai dan plating di piring terlihat bagus</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Temperature

The food is still hot/cold when it is should be.	<i>Makanan yang disajikan tetap panas/dingin sesuai dengan yang seharusnya.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Texture

The food is suitable with the texture of thickness/thinness and not hard when chew/eat it.	<i>Makanan yang saya makan, sesuai dengan tekstur ketebalan/ketipisan nya dan tidak keras saat dikunyah.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Aroma

When the food comes, aroma from the food is makes me impatient to eat it.	<i>Saat makanan datang, aroma dari makanan tersebut membuat saya tidak sabar untuk memakannya.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Maturity Level

The level of food maturity that I ordered is appropriate and mature	<i>Tingkat kematangan makanan yang saya pesan sesuai dan matang.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Taste

The taste of my food is very good and beyond my expectations.	<i>Rasa makanan saya sangat enak dan diluar ekspektasi saya.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Quality of Service

Tangible

Employees are neat and attractive.	<i>Karyawan berpenampilan rapi dan menarik.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Restaurant has clean and neat.	<i>Restorannya memiliki tempat yang bersih dan tertata rapi.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hotel restaurant serves a varied food and beverage menu.	<i>Restoran hotel menyajikan menu makanan dan minuman yang bervariasi..</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Reliability

Employees help makea order the food and beverage quickly and precisely.	<i>Pemesanan makanan dan minuman dilayani dengan cepat dan tepat.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The waiter is knowledgeable about the menu order.	<i>Pelayan memiliki pengetahuan tentang menu yang dipesan.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumers do not need to wait long from ordering until food is served..	<i>Pengunjung tidak perlu menunggu lama dari memesan sampai makanan disajikan.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Responsiveness

Employees are always ready when needed.	<i>Karyawan selalu siap ketika diperlukan.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The employees are friendly when providing services to consumers.	<i>Karyawan ramah saat memberikan pelayanan kepada konsumen.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees give personal attention to consumers.	<i>Karyawan memberikan perhatian secara pribadi kepada konsumen.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

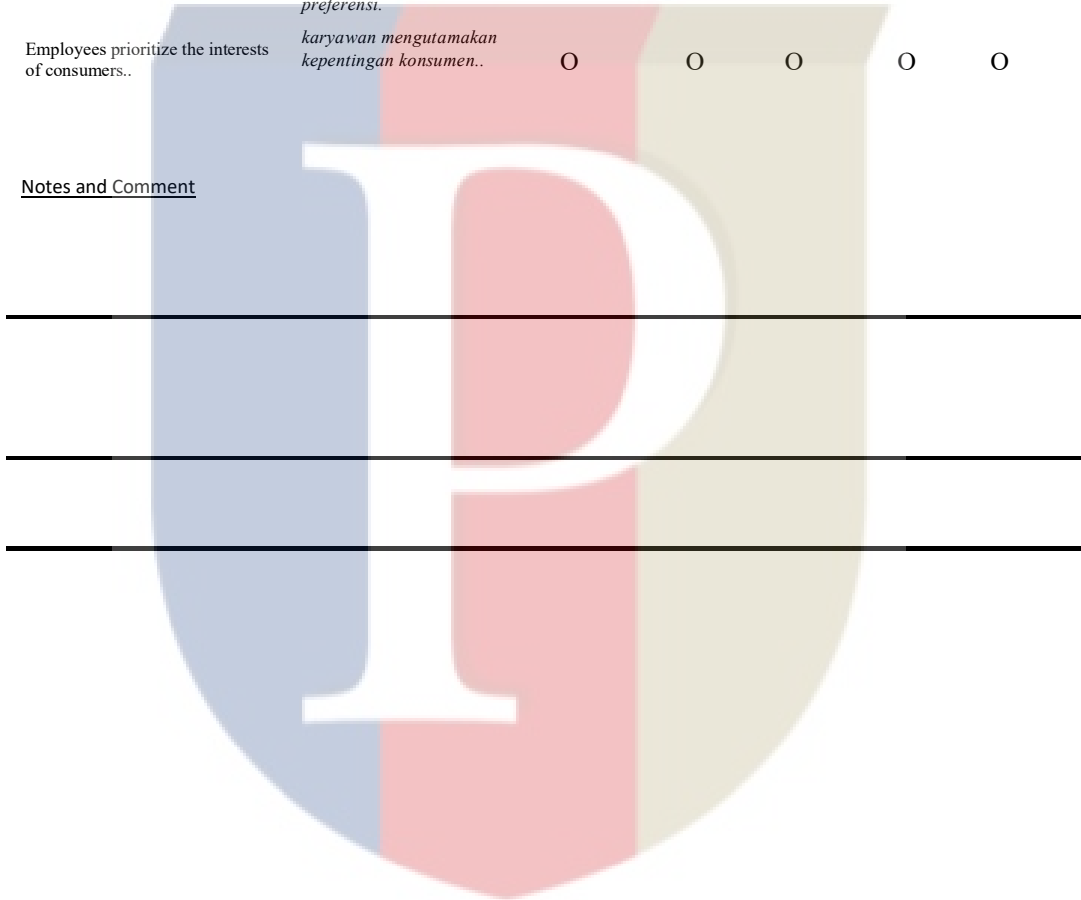
Assurance

Employees provide the same service without discriminating consumers.	<i>Karyawan memberikan pelayanan yang sama tanpa membeda-bedakan konsumen.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees always respond to complaints made by consumers..	<i>Karyawan selalu menanggapi keluhan yang diajukan konsumen..</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Empathy

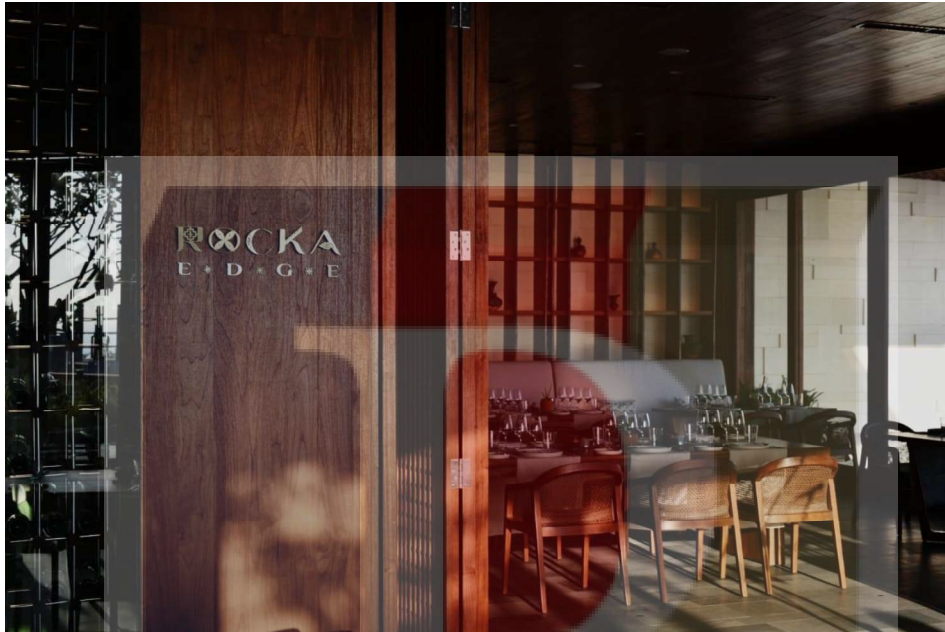
Restaurant / employee provides food products with preferences.	<i>Restoran/karyawan menyediakan produk makanan yang ber preferensi.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees prioritize the interests of consumers..	<i>karyawan mengutamakan kepentingan konsumen..</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes and Comment



## Lampiran 2. Gambar Outlet di Six Senses Uluwatu

### Rocka Restaurant (All Day Dining)



### Sky Dining Area



**Crudo Restaurant (Japanese – Peruvian)**

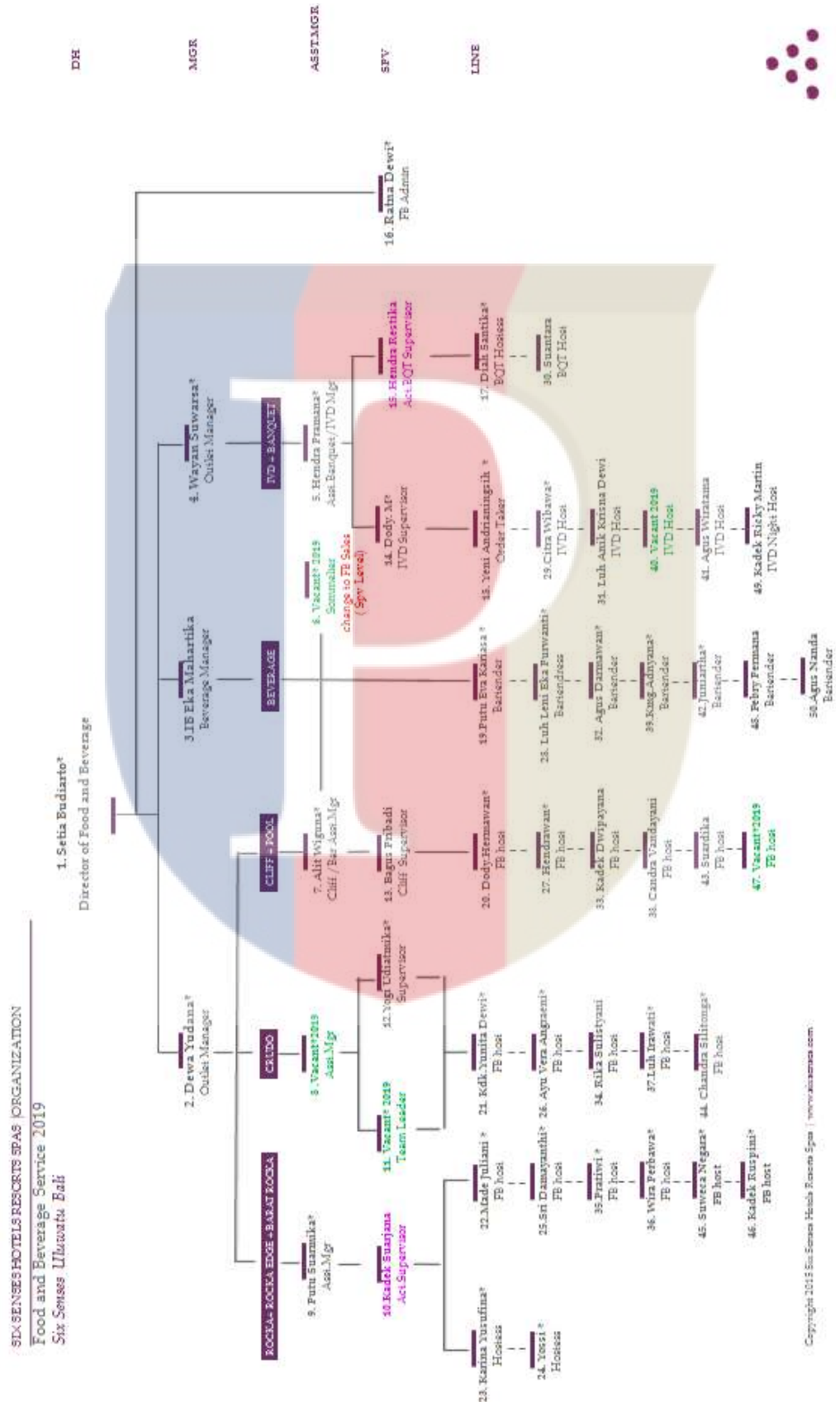


**Cliff Bar (Pool Bar)**





# LAMPIRAN 3. Struktur Organisasi F&B Department



## LAMPIRAN 4. Lay out Rocka Restaurant

