PERAN BUDAYA ORGANISASI DALAM EFISIENSI PELAYANAN DI 
RESTORAN LES COCOTTES SOFITEL HOTEL PARIS

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ABSTRAK

Efficiency becomes a major factor in the work environment, to produce optimal performance in the kitchen, the presence of the leader must also influence the attitudes, behavior, and commitment of their employees. However in the practice in the industry, these issues are still to find the solution for a better service. This paper aims to analyze the influence of the presence of the leader in the kitchen service efficiency in the restaurant Les Cocottes Arc de Triomphe Paris. The observation gives the data that in different time of service the food was not served in timely manner without the presence of the leadership. Conversely, when the Chef is in the kitchen, the food out faster.

The research methodology is a descriptive qualitative using ethnographic method with in-depth interview techniques to obtain information related to the impact of the presence of Chef on service efficiency in the restaurant through key informants. The data was collected as well through observation on the daily operation of the restaurant.

The result of the research shows that the presence of the leadership was an important issue to address for work efficiency as well as his/her character that impact the culture of the work pace. In addition, there are several inhibiting factors that cause food to go out longer such as lack of personnel.

Keywords: restaurant service, kitchen, work efficiency