

ABSTRACT

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Aktivitas Pelayanan Pelanggan dan Efisiensi Pelayanan di PT. Sari Pizza Indonesia (Restoran Pizza Marzano Indonesia)

Pembangunan Jaya University requires all students to do professional work which is a way for students to learn in the real world. In carrying out professional work activities, the practitioner has the opportunity to carry out Professional Work at Pizza Marzano Indonesia who has the opportunity to practice in the Front Of House (FOH) section. In the implementation of Professional Work, the practitioner knows how to analyze problems that occur in operations, work in a good team, and learn about the marketing of a food or beverage product. The internship also gets several other lessons about communication, time management, teamwork, and how to adapt to a new environment.

Keywords: Professional Work, Restaurant Marketing, Excellent Service, Teamwork, Time Management.