The Effect of Training on Quality Server Service and Guest Satisfaction in F&B Outlet The Melio Enim Hotel

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Abstract

This study aims to determine: (1) waitress training; (2) the quality of the service of waiters; (3) customer satisfaction; (4) the effect of training on customer satisfaction; (5) the effect of training on service quality; (6) the effect of service quality on customer satisfaction; (7) the effect of training on customer satisfaction through service quality. This type of research is a descriptive study with a quantitative approach. A sample of 120 respondents who stayed or visited Woza Restaurant D 'Riam Riverside Ressort Ciwidey and used the population were a number of restaurant employees so there was a need to equalize the number of respondents in data processing. The sampling technique used was accidental sampling and data collection methods using a questionnaire. Analysis of the data used is path analysis (path analysis), MSI (Method of Successive Intervals), and regression tests and are inferential. The results of data analysis revealed that: (1) the training variables were declared good; (2) the variable quality of service is stated sufficient; (3) the customer satisfaction variable is stated sufficient; (4) the training variable does not have a significant direct effect on the customer satisfaction variable; (5) training variables have a significant influence on service quality variables; (6) service quality variables have a significant influence on customer satisfaction variables; (7) the service quality variable successfully mediated the training variable on customer satisfaction.

Keywords: Training, Service Quality, and Customer Satisfaction.

A. INTRODUCTION

Hotels and restaurants are essential facilities to serve the needs of tourists. Accommodation facilities, such as hotels, guesthouses, and similar businesses, are crucial for generating positive government revenue from the tourism sector, which is crucial for financing national development. This is reinforced by Law No. 10/2009, point C, which states that tourism is a vital component of national development. It must be conducted in a structured, planned, sustainable, and responsible manner, always protecting religious norms, community culture, quality of life, environmental sustainability, and national interests.

The tourism sector is a sector that can attract domestic and international tourists, contributing to state revenue. The Ministry of Tourism has three flagship programs: digital tourism, homestays (tourist lodges), and connectivity (air accessibility). According to data from the Central Statistics Agency (BPS), domestic tourist visits to South Sumatra were quite high in 2024, reaching 12.87 million, with Muara Enim accounting for 8.15% of these visits (1,048,905 domestic tourists). In 2025, South Sumatra will receive 10.89 million domestic tourists, with significant increases expected during the holiday season or national holidays, such as Vesak Day.

Room occupancy rates are our benchmark, as data from the South Sumatra Statistics Agency (BPS) shows the following:

Table 1. Room Occupancy, South Sumatra Region

Klasifikasi Bintang		TPK (%)		Perubahan Apr 2024 thd Apr 2023 (poin)	Perubahan Apr 2024 thd Mar 2024 (poin)
	Apr 2023	Mar 2024	Apr 2024		
	(1)	(2)	(3)	(4)	(5)	(6)
1. Bintang 1	35,06	31,26	37,19	2,13	5,93
2. Bintang 2	38,96	35,66	45,40	6,44	9,74
3. Bintang 3	45,98	48,85	53,49	7,51	4,64
4. Bintang 4	52,26	49,78	54,64	2,38	4,86
5. Bintang 5	46,96	37,26	62,11	15,15	24,85
Seluruh Bintang	**46,01**	**44,15**	**52,21**	**6,20**	**8,06**

Source : BPS, June 2024.

Based on the data table 1 above, it is clear that hotel occupancy rates in South Sumatra have increased significantly, necessitating unit renovations, facility updates for guest comfort, and improvements in the number and service of hotel staff, all of which are certainly beneficial for the region.

Having discussed one of the tourism supporting facilities, namely accommodation, in this case hotels, the next step is to consider the facilities within the accommodation to enhance the comfort of tourists after a tiring vacation. As previously discussed, a hotel includes a food and beverage facility called a restaurant, which is just as important a support for tourism activities as the bedroom. A restaurant is a commercially managed building that provides the best possible food and beverage service to guests. Implicitly, restaurants located within a hotel aim to provide services to ensure guest satisfaction and generate profit for the hotel and/or the company itself.

The Melio Enim Hotel is one of the tourism support facilities in the form of a four-star hotel located in the Muara Enim area of South Sumatra that supports regional tourism activities such as Adipura Park, a family recreation center with pools, gardens, and a large yard, Plumeria Ecopark, a natural educational tourist attraction that offers outbound activities and flora and fauna education, as well as tourist attractions in Tanjung Enim such as a Waterpark, Coal Museum, and Mini Zoo & Jogging Track. The comfortable atmosphere of the area supported by extraordinary natural beauty is one of the tourist attractions in Muara Enim

In addition to the natural atmosphere, service in the culinary sector, particularly hotels, is a key factor in customer satisfaction. This is also supported by the performance of waiters and waitresses, who provide good service, ensuring guests' comfort and satisfaction. This statement is reinforced by statesVargo, S. L., & Lusch, R. F. (2020/2021) theory, which state satisfaction is a customer's perception of the effectiveness of collaboration between themselves and service providers in creating value that is beneficial to their lives. Here, customers are the primary determinants of whether a service is satisfactory or not based on the context of its use (value in use).. Several theories explain how customer satisfaction is assessed by waiter performance, including the Cognitive Affective Integration Theory by Kotler, P., Kartajaya, H., & Setiawan, I. (2021/2024 - Marketing 5.0 & 6.0), states that satisfaction is the level of a person's feelings of pleasure or disappointment resulting from comparing perceived product performance with expectations, where in the digital world, this satisfaction is greatly influenced by brand authenticity and technology-based interactions that still feel human.

Based on observations at the Melio Enim Hotel F&B Outlet, the authors found that customer satisfaction was not optimal. The following table shows our observations:

Table 2. Observation Check List
***F&B Outlet* The Melio Enim Hotel**

No.	Activity	Conducted	Not Conducted
1	Conducting an initial visit as an observational step at Terrace Restaurant, The Melio Enim.	v	
2	Submitting several questions to the Restaurant Manager regarding waiter/waitress data at Terrace Restaurant, The Melio Enim.	v	
3	Submitting several questions to the Restaurant Manager regarding the service quality of waiters/waitresses at Terrace Restaurant, The Melio Enim.	v	
4	Submitting several questions to the Restaurant Manager regarding the level of customer satisfaction at Terrace Restaurant, The Melio Enim.	v	

Sources : authors

In addition to the observation Table 2 above, we also conducted a brief interview with the Food and Beverage Manager of The Melio Enim Hotel. The following questions were asked:

Waiter Service Quality

"How is the quality of waiter service at the Terrace Restaurant?"

"Our service quality at the F&B outlet is considered good, but in terms of package service (rooms with breakfast included), there is very little ala carte ordering, so it's not comprehensive." (F&B Manager at The Melio Enim Hotel)
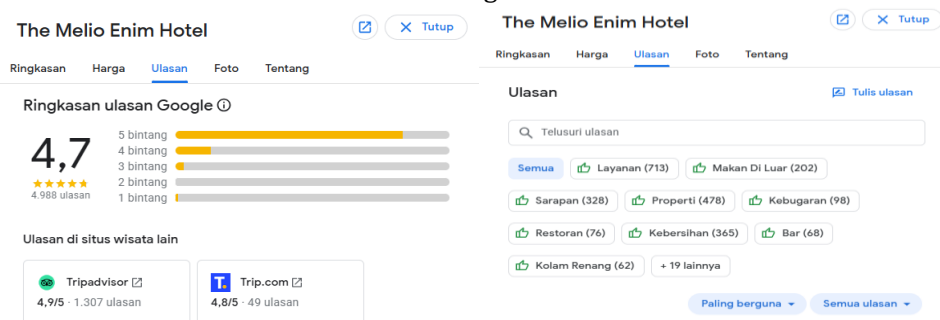
Customer Satisfaction

"What is the level of customer satisfaction at the Terrace Restaurant?"

"Customer satisfaction is perceived as good, as reflected in Google reviews, but not for ala carte, so it's also not comprehensive." (F&B Manager at The Melio Enim Hotel)

In addition to the interview, we also collected customer satisfaction data from Google reviews, as follows:

Picture 1. Google Review

Based on picture 1 the interview data and Google reviews above, we hypothesize that the lack of customer satisfaction may be due to an inappropriate employee recruitment process, particularly in the F&B sector, and minimal and poorly targeted training, resulting in an inability to optimally satisfy customers.

Achieving customer satisfaction is a key factor: service quality that aligns with customer expectations and perceptions. Experts consider numerous dimensions within service quality as benchmarks for achieving good service quality and ultimately customer satisfaction. Parasuraman, in Tjiptono in 15th volume (2019:117), explains that five of the ten service sub-variables are responsiveness, empathy, reliability, tangibles, and assurance. In an accommodation business, training for employee skills or competencies, specifically waiters, can be defined as a process of improving the quality and competency of waiters. Therefore, employee training is considered crucial for achieving high-quality service to customers.

Good service quality will result from good waiters and waitresses who have received education and training in their respective fields. Training is a step that provides knowledge, specific skills, and attitudes with the aim of making waiters and waitresses more competent and able to carry out their duties and responsibilities well, Mangkuprawira (2011:134). Therefore, education and training for employees that are appropriate to their field of work are very important for carrying out their duties properly.

B. RESEARCH METHOD

This research is a type of quantitative research using steps to determine the problem or potential, and formulate a problem, conduct a theoretical study and formulate hypotheses, collect and analyze data to test hypotheses, and then conclusions can be made based on the results of hypothesis testing, Sugiyono 7th volume (2018: 181) . The paradigm that the researcher is trying to build is quantitative that is built from deductive assumptions, so that the effect variable in this case is customer satisfaction which is the main concern first and then concludes in general the variables which are influencing factors in this case are training and service quality as mediators.

This research method uses associative methods, namely research methods that are asking the relationship between two or more variables. With two or more related variables, then if there are two variables, namely the independent variable (the variable that affects) and the dependent variable (the variable that is affected) then it is called a causal relationship.

This study uses a survey technique that is a quantitative research method used to obtain data that occurred in the past or present about beliefs, opinions, characteristics, behavior, relationships between variables and to test several hypotheses about sociological and psychological variables from samples taken from the population certain. It can be concluded that the survey used to obtain

data about opinions in this period or the past, how the relationship between each variable, also tests the hypotheses that have been built before. The step is to take a sample of the entire population to find relationships between variables. Survey research is conducted on a large and small population, however the data studied is sample data taken from that population, for find relationships between sociological and psychological variables, relative events, and distribution.

This technical analysis uses descriptive statistics as explained by Sugiyono 7th volume (2018: 122) which is a statistic used to analyze data by describing or describing data that has been collected as it is without intending to make conclusions that apply to the general or generalization. In addition, researchers used a path analysis technique (path analysis) that tested a straight line between training variables (X1) on the quality of service waiters (X2) and customer satisfaction (Y) by also using IBM SPSS version 23 to make it easier to analyze the data obtained, by measuring the attitudes, opinions and perceptions of customers and granting weights in gradations from positive to negative.

Data obtained by researchers from the beginning of research until the end from April to August 2019 in the form of preliminary observational data, pre-test and post-test regarding the quality of knowledge of the waiter will be knowledge of service, the results of interviews with Woza Restaurant Manager D'Riam Riverside Ressort Ciwidey, and questionnaire data distributed to employees and guests at F&B Outlet The Melio Enim Hotel. All data will be attached to the attachment sheet, but the questionnaire data will be processed using the MSI technique (Interval Successive Method) with the aim of changing the ordinal data obtained into intervals to then be regressed with the aim of the regression test with the results of knowing the significance between variables. The statistics used by researchers are inferential, namely the technique of analyzing sample data and the results are applied to clear populations and the sampling technique of the population is carried out randomly or randomly, Sugiyono 7th volume (2018: 87). Inferential statistics are also called inductive statistics or probability statistics because the conclusions imposed on the population based on sample data are truthful, which means that they have a share in getting the chance of errors and the truth presented in the form of percentages and parameters of inferential statistics is the significance level.

In addition on table 3 below, there is also an assessment of the frequency distribution as in the following table:

Table 3.
Frequency Distribution Assessment

Jarak Nilai	Persepsi	Ekspektasi
0 – 1,79	Sangat tidak diharapkan	Sangat kurang
1,80 – 2,59	Tidak diharapkan	Kurang
2,60 – 3,39	Cukup atau netral	Cukup atau netral
3,40 – 4,19	Diharapkan	Baik
4,20 - 5	Sangat diharapkan	Sangat baik

Sources : Tjiptono, 2011

C. RESULTS AND ANALYSIS

Waitress Training at F&B Outlet The Melio Enim Hotel

The description of the training carried out based on a survey conducted to research respondents shows that in general the respondents' perceptions of the implementation of the training that had been conducted by Woza Restaurant D'Ariam Riverside Ressort Ciwidey were in the sufficient category. This statement is based on an average score of 3.44 where if the score is consulted with criteria set by researchers included in either category. This means that employees have a good perception of the training that is held and are felt to be able to contribute to the better implementation of tasks and work which are their responsibilities while working at Woza Restaurant D'Ariam Riverside Ressort Ciwidey all this time.

Table 4
Waitress Training at F&B Outlet The Melio Enim Hotel

Variabel	Indikator Variabel	Rata-rata Skor	Kategori
Pelatihan Pramusaji (X1)	Kebutuhan Pelatihan	3,62	Baik
	Sasaran & Materi Pelatihan	3,48	Baik
	Metode Pelatihan	3,19	Cukup
	Evaluasi Pelatihan	3,38	Baik
	Rata-rata Total	**3,44**	**Baik**

Sources: data process result

From the table 4 above the Waitress Training Variable (X1) in this study was measured by four indicators, namely training needs, training objectives and materials, training methods, and training evaluations.

From the results of data processing, as shown in table 4, there is one indicator that falls into the sufficient category, namely the training method with an average score of 3.19 which means it is good but has not fully met the expectations of guests. The other three indicators such as training needs, training objectives and materials, and training evaluations fall into the good category.

The Quality of Servants at F&B Outlet The Melio Enim Hotel

The results of data processing showed that in general the service of waiters at Woza Restaurant D 'Riam Riverside Ciessy Civic was identified in the moderate category, where the average score was 3.31. These results give the sense that the quality of service in serving customers' perceptions can be categorized as not meeting expectations fully.

Table 5
Service Quality at F&B Outlet The Melio Enim Hotel

Variabel	Indikator Variabel	Rata-rata Skor	Kategori
Kualitas Pelayanan (X₂)	*Reliability*	3,62	Baik
	Responsiveness	3,19	Cukup
	Assurance	3,43	Baik
	Empathy	3,05	Cukup
	Tangibles	3,29	Cukup
	Rata-rata Total	**3,31**	**Cukup**

Sources: data process result

The results of data processing also illustrate the condition of each indicator studied. As shown in table 5, from the five indicators studied various results were obtained. Two service quality indicators, namely reliability and assurance are included in both categories. While the next three indicators, namely responsiveness, empathy, and tangibles are included in the sufficient category which means that it is good enough but does not fully meet customer expectations, especially in terms of responsiveness, waitresses empathy for guests, and the appearance of the waitress and or the appropriateness of service equipment

Customer Satisfaction At F&B Outlet The Melio Enim Hotel

Customer satisfaction at F&B Outlet The Melio Enim Hotel based on the results of data processing obtained an average score of 3.29, including in the sufficient category. Thus, it can be perceived that the products and services received by Woza Restaurant D'Ariam Riverside Ressort Ciwidey customers have not fully met expectations.

Table 6
Guest Satisfaction at F&B Outlet The Melio Enim Hotel

Variabel	Indikator Variabel	Rata-rata Skor	Kategori
Kepuasan Pelanggan (Y)	Ketepatan	3,52	Baik
	Kecepatan	3,19	Cukup
	Penyampaian	3,33	Cukup
	Keterampilan	3,24	Cukup
	Pengetahuan	3,48	Baik
	Privasi	3,38	Cukup
	Keamanan	3,24	Cukup
	Kemudahan	3,10	Cukup
	Komunikasi	3,33	Cukup
	Pemahaman	3,52	Baik
	Ketanggapan	3,00	Cukup
	Kekuatan	3,14	Cukup
	Rata-rata Total	**3,29**	**Cukup**

Sources: data process result

Another result that can be explained, the data in table 7 that was successfully processed was the respondent's perception of a number of customer satisfaction indicators under study. Of the eleven indicators, three of them are included in the good category, namely accuracy, knowledge and understanding which means there is no doubt that Woza Restaurant D'Riam customers at the Riverside Ressort Ciwidey are satisfied with the service sector that accommodates the accuracy of service, knowledge of products and services provided waiters to customers, and understanding of products and services provided from waiters to customers. While other indicators are included in the sufficient category, including speed, delivery, skills, privacy, security, convenience, communication, responsiveness, and strength, which means there is an indication of the inadequate process of the service waitress to customers from the speed sector for the services provided, product delivery and or services provided, demonstrated service skills, lack of maximum waiters in maintaining customer privacy, maintaining guest safety during eating and drinking activities, ease of providing service and or empathizing to customers, communication that may be less communicative so that it does not accommodate maximum customer satisfaction, responsiveness provided less than the maximum, and the strength of the service provided to customers who are strength points as hospitality members is less than optimal.

Effect of Waiter Training on Customer Satisfaction at F&B Outlet The Melio Enim Hotel

Table 7
Variabel Regression Test X_1-Y
ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	518,623	1	518,623	2,736	,100[b]
	Residual	29004,126	153	189,569		
	Total	29522,748	154			

a. Dependent Variable: Kepuasan Pelanggan (Y)

b. Predictors: (Constant), Pelatihan Pramusaji (X1)

Based on the above table 7, the Sig / Significance value in the Regression column is 0.100 where the value is> 0.05. Thus, it can be concluded that H0 is rejected and Ha is accepted. That is, the waitress training variable (X1) has no significant effect on customer satisfaction (Y) directly in F&B Outlet The Melio Enim Hotel, so researchers have the assumption to use mediator variables that are useful for mediating between training variables (X1) with satisfaction variables customers (Y) who have no significant influence.

In addition to calculating the regression coefficients, in this study also calculated the value of the regression coefficients of the two variables. The calculation results can be shown seen in the table below.

Table 8
Variable Regression Coeffisient X₁-Y
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	100,983	10,646		9,485	,000
	Pelatihan Pramusaji (X1)	,161	,098	,133	1,654	,100

a. Dependent Variable: Customer Satisfaction (Y)

Based on table 9 above, the regression equation X1 over Y, is $\hat{Y}$ = 100.983 + 0.161X1. With this regression equation it can be interpreted that if there is a change in the value of the waiters training variable (X1) as measured by the instrument developed in this study, it can be estimated that there will be a change in the score on the customer satisfaction variable (Y) of 0.161 units in the same direction.

To find out the magnitude of the influence of the waitress training variable (X1) on customer satisfaction (Y), the researchers tested the coefficient of determination (R2). The results of these tests can be seen in table 9 below.

Table 9
Variable Determination Coeffisient X₁-Y
Model Summary

odel	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,133[a]	,018	,011	13,768

a. Predictors: (Constant), Training (X1)

Based on the results of the processed data in table 10 above, it is known that the coefficient of determination of the waitress training variable (X1) to the customer satisfaction variable (Y) is 0.018 or 1.8%. This means that customer satisfaction at F&B Outlet The Melio Enim Hotel is affected by the waiter's training which is only 1.8%. The rest with 98.2% is influenced by other variables not examined in this study.

The results of this study are not in line and support the research conducted by Aswar and Bahfiarti (2015) which states that training has a close relationship with customer satisfaction. The absence of a significant influence between the waiter's training and customer satisfaction is indicated because of the company's lack of ability in this case the restaurant in determining which types and methods of training are appropriate to what is needed by employees. Analysis of the need for training to be carried out is very important because it forms the basis of further activities. This is confirmed by Hariandja's statement (2009) that one of the success factors of a company conducting training needs to be an analysis of needs, determining appropriate training objectives and materials, using training methods, and evaluating the training.

The Effect of Training on the Quality of Servants' Services at F&B Outlet The Melio Enim Hotel

To find out the influence of waiter training (X1) on service quality (X2) at Woza Restaurant D'Riamort Riverside Ressort Ciwidey, researchers conducted testing using the help of IBM SPSS version 23. The test results obtained as shown in the following table.

Table 10
Variable Regression Test X$_1$-X$_2$

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2551,217	1	2551,217	17,791	,000[b]
	Residual	21939,531	153	143,396		
	Total	24490,748	154			

a. Dependent Variable: Quality Server Service (X2)

b. Predictors: (Constant), Training (X1)

Based on table 10 above, the Sig / Significance value in the Regression column is 0,000 where the value is <0.05. Thus, it can be concluded that H0 is accepted and Ha is rejected. That is, that the waitress training variable (X1) has a significant effect on service quality (X2) at F&B Outlet The Melio Enim Hotel.

In addition to calculating the regression coefficients, in this study also calculated the value of the regression coefficients of the two variables. The calculation results can be shown seen in the table below.

Table 11
Variable Regression Coeffisient X$_1$-X$_2$

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	81,852	9,259		8,840	,000
	Pelatihan Pramusaji (X1)	,358	,085	,323	4,218	,000

a. Dependent Variable: Quality Server Service (X2)

Based on table 11 above, the regression equation X1 over X2, is Ŷ = 81.852 + 0.358X1. With the regression equation, it can be interpreted that if there is a change in the value of the waitress training variable (X1) as measured by the instrument developed in this study, it can be estimated that there will be a change in the score on the service quality variable (Y) of 0.358 units in the same direction.

To find out the magnitude of the influence of the waitress training variable (X1) on service quality (X2), the researchers conducted a coefficient of determination (R2) test. The results of these tests can be seen in the table below.

Tabel 12
Variable Determination Coeffisient X_1-X_2

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,323a	,104	,098	11,975

a. Predictors: (Constant), Training (X1)

Based on the table above, it can be seen the magnitude of the coefficient of determination of the waiters training variable (X1) to the service quality satisfaction variable (X2) is 0.104 or 10.4%. It means that the quality of service at F&B Outlet The Melio Enim Hotel is affected by the waiter's training which is only 10.4%. The rest with 89.6% is influenced by other variables not examined in this study.

The results of this study reinforce the findings of a number of previous studies in which training activities significantly influence service quality (Amahoru, Setyorini & Prabowo, 2013; Ekaningrum & Lestari, 2015; Saraswati, Hamid & Topowijono, 2015).

Training is one factor in improving employee skills in working. As skills are improved, the quality of services provided will certainly be better. The training provided, helps employees achieve certain abilities and helps the company achieve the goals set. Training is more likely to be short-term oriented, training has an effect on performance, and if the training conducted by the company is successful then employee performance will improve by itself (Dessler, 2005). This statement is also in line with what was stated by Sulaefi (2017) that training serves as an intervention to improve the quality of goods and services in competition and improvement in employee technical skills.

Effect of Service Quality on Customer Satisfaction at F&B Outlet The Melio Enim Hotel

The data in this study were processed using IBM SPSS version 23 to facilitate researchers in analyzing and interpreting research results. The results of data processing regarding the effect of service quality (X2) on customer satisfaction (Y) at F&B Outlet The Melio Enim Hotel obtained results as shown in table 4.7. below this.

Table 13
Variable Regression Test X_2-Y

ANOVAa

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	9383,374	1	9383,374	71,286	,000b
	Residual	20139,375	153	131,630		
	Total	29522,748	154			

a. Dependent Variable: Customer Satisfaction (Y)

b. Predictors: (Constant), Quality Server Service (X2)

Based on table 13 above, the Sig / Significance value in the Regression column is 0,000 where the value is <0.05. Thus, it can be concluded that H0 is accepted and Ha is rejected. That is, the variable service quality (X2) significantly influence customer satisfaction (Y) at F&B Outlet The Melio Enim Hotel.

In addition to calculating the regression coefficients, in this study also calculated the value of the regression coefficients of the two variables. The calculation results can be shown seen in the table below.

Table 14
Variable Regression Coefficient X2-Y
Coefficientsa

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	43,788	8,896		4,922	,000
	Kualitas Pelayana (X2)	,619	,073	,564	8,443	,000

a.   Dependent Variable: Customer Satisfaction (Y)

Based on table 14 above, the regression equation X2 over Y, is $\hat{Y} = 43.788 + 0.619X2$. With this regression equation it can be interpreted that if there is a change in the value of the service quality variable (X2) as measured by the instrument developed in this study, it can be estimated that there will be a change in the score on the customer satisfaction variable (Y) of 0.619 units in the same direction.

To find out the magnitude of the effect of service quality variables (X2) on customer satisfaction (Y), the researchers conducted a coefficient of determination (R^2) test. The results of these tests can be seen in table 15 below.

Table 15
Variable Determinaton Coeffisient X2-Y
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,564a	,318	,313	11,473

a.   Predictors: (Constant), Kualitas Pelayana (X2)

Based on table 15 above, it can be seen the magnitude of the coefficient of determination of the service quality variable (X2) to the customer satisfaction variable (Y) is 0.318 or 31.8%. This means that customer satisfaction at F&B Outlet The Melio Enim Hotel is influenced by the quality of the waiter service which is 31.8%. The rest with 68.2% is influenced by other variables not examined in this study. The significant influence of service quality on customer satisfaction in this study supports the previous research, such as research conducted by Sosongko and Subagio (2013); Khoirista (2015), and Apriyani and Sunarti (2017) which stated that service quality has a significant influence on customer satisfaction.

The Effect of the Training Process on Customer Satisfaction through Service Quality at F&B Outlet The Melio Enim Hotel

The data in this study were processed using IBM SPSS version 23 to facilitate researchers in analyzing and interpreting research results. The author also uses path analysis techniques to determine the effect of the waitress training (X1) on customer satisfaction (Y) through service quality (X2) in this study conducted in three forms of analysis: 1). Calculate the influence of waitress training on service quality (line a); 2). Calculate the influence of waiter training and service quality on customer satisfaction (line b), as well as; 3). Calculate the effect of waiter training on customer satisfaction (line c).

From the results of this test the influence of each path is as follows.

Table 16
Variable Regression Test X1-X2 (Jalur a)
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	81,852	9,259		8,840	,000
	Pelatihan Pramusaji (X1)	,358	,085	,323	4,218	,000

a.   Dependent Variable: Quality Server Service (X2)

Table 17
Variable Regression Test X1 & X2-Y (Jalur b)
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	48,718	10,918		4,462	,000
	Pelatihan Pramusaji (X1)	-,067	,086	-,055	-,781	,436
	Kualitas Pelayana (X2)	,639	,078	,582	8,233	,000

a.   Dependent Variable: Customer Satisfaction (Y)

Table 18
Variable Regression Coeffisient X1-Y (Jalur c)
Coefficients[a]

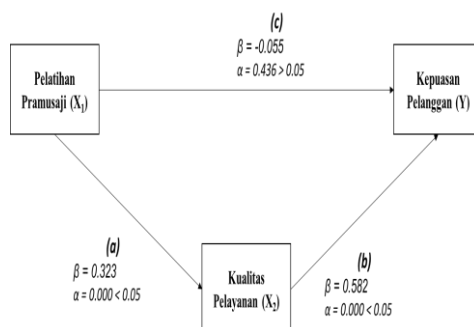| Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	100,983	10,646	-,055	9,485	,000
	Pelatihan Pramusaji (X1)	,161	,098	,133	1,654	,100

a.   Dependent Variable: Customer Satisfaction (Y)

Based on the above output, we can find out the coefficient of significance in Line (a) of 0,000 or <0.05. As for Line (b) the significance shown is 0,000 or <0.05.

From the test results where the significance coefficient on Path (a) and Path (b) is significant, while on Path (c) it is not, then the criteria in path analysis are fulfilled. So it can be concluded that service quality (X2) mediates the relationship between waiter training (X1) and customer satisfaction (Y) at F&B Outlet The Melio Enim Hotel.

Based on a number of tests, the influence of the waiter training on customer satisfaction through service quality at F&B Outlet The Melio Enim Hotel can be described as follows.

Picture 7
Path Analysis Result

The picture above explains that, the influence of the waitress training variable on customer satisfaction has no significant effect, whether or not it involves mediating variables as shown in the previous test. In addition, the picture also concludes that service quality mediates the relationship

between waiter training and customer satisfaction at F&B Outlet The Melio Enim Hotel. Another thing that can be concluded is the effect of total waiter training on customer satisfaction is 0.133, while the direct effect given is -0.055. The indirect effect of the waitress training variable on customer satisfaction is 0.188.

Picture 8
Sobel Test

Input:		Test statistic:	p-value:
t_a 4.218	Sobel test:	3.75399983	0.00017403
t_b 8.233	Aroian test:	3.73225594	0.00018977
	Goodman test:	3.77612824	0.00015929
	Reset all	Calculate	

To find out the significance level of the indirect effect from the presence of mediating variables can be done with the Sobel Test. From the test results as shown in picture 4, the T-statistic value of 3.754 was obtained and the significance indicated <0.05 (0.00017403). The conclusion obtained from this test is that the quality of service significantly mediates the relationship between waiter training and customer satisfaction at F&B Outlet The Melio Enim Hotel.

D. CONCLUSION
The researcher made several conclusions, including:
Waitress Training at F&B Outlet The Melio Enim Hotel
The training held at F&B Outlet The Melio Enim Hotel from the training needs dimension was stated as good where the average score showed 3.62, then the training of the target dimensions and training material were stated as good with an average score of 3.48, then training through the dimensions of the training method was stated to be sufficient with an average score of 3.19, and the last was training through the evaluation dimension of the training otherwise well with an average score of 3.48. Of the four dimensions, three of them are stated good and one other dimension is declared sufficient, it can be concluded that the training at F&B Outlet The Melio Enim Hotel was stated to be good with an average total score of 3.44.
The Quality of Servants at F&B Outlet The Melio Enim Hotel
The quality of service at F&B Outlet The Melio Enim Hotel through the reliability dimension was stated to be good with an average score of 3.62, while the quality of service through the responsiveness dimension was stated enough with an average score of 3.19, then the quality of service through the assurance dimension is stated to be good with an average score of 3.43, then the quality of service through the empathy dimension is stated sufficient with an average score of 3.05, and the quality of service through the dimension the last is tangibles stated sufficient with an average score of 3.29. Of the five dimensions, two of them are declared good, and the other three dimensions are declared sufficient so that it can be concluded that the quality of service at F&B Outlet The Melio Enim Hotel is in the sufficient category with an average total score of 3.31.
Satisfaction At F&B Outlet The Melio Enim Hotel
Customer satisfaction at F&B Outlet The Melio Enim Hotel through the dimension of accuracy is stated to be good with an average score of 3.52, then customer satisfaction through the dimension of speed is stated to be sufficient with an average score of 3.19, then customer satisfaction through the delivery dimension is declared sufficient with an average score of 3.33, then customer satisfaction through the dimension of skills is stated to be sufficient with an average score of 3.24,

followed by customer satisfaction through the dimension of knowledge expressed well with an average score of 3.48, then customer satisfaction through the dimension of privacy otherwise sufficient with an average score of 3.38, then customer satisfaction through the security dimension is stated sufficient with an average score of 3.24, subsequently customer satisfaction through the ease dimension is stated sufficient with an average score of 3.10, then customer satisfaction through the dimension communication is stated to be sufficient with an average score of 3.33, subsequently customer satisfaction through dim The level of understanding was stated to be good with an average score of 3.52, then customer satisfaction through the dimension of responsiveness was stated to be sufficient with an average score of 3.00, and customer satisfaction through the last dimension namely strength was stated sufficiently with an average score of 3.14. Of the 12 dimensions of customer satisfaction, three of them were declared good while nine of them were declared sufficient, so that it could be concluded that customer satisfaction at Woza Restaurant D 'Riam Riverside Ressort Ciwidey was stated to be sufficient with an average total score of 3.29.

Effect of Waiter Training on Customer Satisfaction at F&B Outlet The Melio Enim Hotel

Variable X, namely training, does not have a significant effect on variable Y, namely customer satisfaction with a Sig value of 0.100, the training variable only affects the customer satisfaction variable of 0.018 or equal to 1.8%.

The Effect of Training on the Quality of Servants' Services at F&B Outlet The Melio Enim Hotel

The training variable has a significant effect on the service quality of waiters with a Sig value of 0,000 and based on table 12 in the previous chapter the training variable has an effect of 0.104 or equivalent to 10.4%.

Effect of Service Quality on Customer Satisfaction at F&B Outlet The Melio Enim Hotel

Service quality variable has a significant effect on customer satisfaction variables with a Sig 0,000 value and based on table 13 in the previous chapter service quality variables have an effect of 0.318 or equivalent to 31.8%.

The Effect of the Training Process on Customer Satisfaction through Service Quality at F&B Outlet The Melio Enim Hotel

The service quality variable is proven to be able to mediate the training variables on customer satisfaction with a significant X2-Y coefficient of 0,000.

Research Implications The results highlight several critical points for management consideration:

Training Does Not Directly Impact Satisfaction: Waiter training (Variable X) does not have a significant direct effect on customer satisfaction (Variable Y), contributing only 1.8%. This implies that conducting training without ensuring it translates into improved service quality will not satisfy customers. Service Quality as the Primary Bridge: Training is proven to significantly improve service quality, with an effect of 10.4%. This service quality, in turn, has the strongest impact on customer satisfaction at 31.8%. The Power of Mediation: Service quality is proven to mediate the relationship between the training process and customer satisfaction. Service Weaknesses: The dimensions of Empathy (score 3.05), Responsiveness (score 3.19), and Tangibles (score 3.29) are categorized only as "sufficient" and require urgent improvement. Overall Satisfaction Gap: Customer satisfaction remains in the "sufficient" category with an average score of 3.29.

Effective Recommendations, Based on these implications, the following strategic actions are recommended:

Evaluate and Optimize Training Methods, Since the training method dimension was only rated as "sufficient" (3.19), management should:

Modernize Methods: Move away from purely theoretical training to practical methods such as role-playing or live simulations for handling customer complaints.

Focus on Soft Skills: Training modules must prioritize Empathy and Responsiveness, as these dimensions received the lowest scores from customers.

Enhance Service Quality (Service Quality), Because service quality is the most powerful driver of satisfaction, the hotel should: "Speed & Accuracy" Programs: Improve service speed (score 3.19) and responsiveness (score 3.00) by streamlining standard operating procedures (SOPs). Upgrade Physical Facilities (Tangibles): Conduct an audit of the restaurant environment (cleanliness, comfort, or aesthetics), as the "tangibles" dimension is currently only "sufficient" at 3.29. Data-Driven Satisfaction Strategies Management must address the specific dimensions of satisfaction that are lagging: Improve Communication: Refine how staff communicate with guests (score 3.33) to be more informative and welcoming. Real-Time Feedback Systems: Since overall satisfaction is "sufficient" (3.29), providing a platform for instant feedback allows staff to resolve issues immediately before the guest leaves the outlet.

Strategic Summary for Management, Training should not be viewed merely as a routine program. Management must ensure that training content focuses on tangible waiter behaviors (specifically empathy and responsiveness), as it is only through the improvement of service quality that customer satisfaction will significantly increase.

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