**DAFTAR ISI**

**LEMBAR PERSESTUJUAN ............................................................................. i  
LEMBAR PENGESAHAN ......................................................................................... ii  
PERNYATAAN ..................................................................................................... iii  
BIOGRAFI ................................................................................................................. iv  
ABSTRAK ................................................................................................................. v  
KATA PENGANTAR ......................................................................................... vi  
DAFTAR ISI ................................................................................................................. vii  
DAFTAR TABEL ..................................................................................................... viii**

**BAB I PENDAHULUAN**1.1 Latar Belakang ............................................................................. 11.1 Rumusan Masalah .............................................................................. 51.2 Tujuan Penelitian ............................................................................. 51.3 Manfaat Penelitian ............................................................................. 5

**BAB II KAJIAN PUSTAKA** 2.1 Landasan Teori .............................................................................. 6 1. Pengertian Hotel .............................................................................. 62. Pengertian Supervisor .................................................................. 63. Pengertian Department Food & Beverage .......................................... 74. Pengertian Pengawasan .................................................................. 105. Pengertian Kinerja .............................................................................. 236. Kerangka Berpikir .............................................................................. 267. Hipotesis .......................................................................................... 28

**BAB III METODE PENELITIAN** 3.1 Jenis Penelitian ............................................................................... 29  
 3.2 Lokasi dan Waktu Penelitian ....................................................... 29  
 3.3 Variabel dan Pengukuran ................................................................... 29  
 3.4 Jenis dan Sumber Data ................................................................... 30  
 3.5 Populasi dan Sampel ................................................................... 31  
 3.6 Metode Pengambilan data .................................................................... 31  
 3.7 Metode Analisa Data .................................................................... 32

**BAB IV HASIL PENELITIAN DAN PEMBAHASAN** 4.1 Gambar Umum Gotel .................................................................... 34  
 1. Sejarah Hotel Gran Puri Manado ............................................ 34  
 2. Struktur Organisasi Hotel Gran Puri Manado ................... 36  
 3. Job Describtion ................................................................... 37  
 4. Struktur Organisasi F&B Service Department ......................... 41  
 4.2 Hasil Penelitian ............................................................................... 47  
 4.3 Skor Jawaban Responden ................................................................... 49  
 4.4 Pembahasan ............................................................................... 64

**DAFTAR TABEL**

Tabel 3.1 Intrepretasi Hubungan ............................................................................. 32

Tabel 3.2 Kriteria Koefisien Korelasi ............................................................................. 33

Tabel 4.2 Karakterstik Responden berdasarkan jenis kelamin ............................. 47

Tabel 4.3 Usia Responden ......................................................................................... 48

Tabel 4.4 Karakteristik Pendidikan Formal Terakhir ...................................................... 48

Tabel 4.5 Lamanya Bekerja di Hotel Gran Puri Manado .......................................... 49

Tabel 4.6 Skor Krterium .......................................................................................... 50

Tabel 4.27 Interpretasi Hubungan .............................................................................. 62

Tabel 4.28 Uji Korelasi .......................................................................................... 63