



Japanese Cultural and Cultural Competency of Food and Beverage Service Fushimi Restaurant in the Onsen Hot Spring Resort in Batu City

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Abstract

This study aims to identify how Fushimi restaurant attendants at The Onsen Hot Spring Resort in Batu City welcome guests, its Japanese culture and language skills of Fushimi restaurant staff at The Onsen Hot Spring Resort Batu City, as well as how Fushimi restaurant waitresses at The Onsen Hot spring Batu City Resort enhances their Japanese language skills. The research method conducted is a type of research with a qualitative approach namely, a research method based on the philosophy of post-positivism, which was used to examine the natural conditions of objects where the researcher is as a key instrument, data source sampling is done purposive and snowball, collecting techniques with triangulation (combined), data analysis is inductive / qualitative, and qualitative research results emphasize more meaning than generalization. From the results of the study we found that of the 13 greetings expressions, waiters only do two things, first is the clothes worn by waiters have met or in accordance with the theme of the restaurant, the second ojigi has been done by Fushimi restaurant waitresses, while 11 greetings expressions in Japanese has not been done by Fushimi restaurant waiters. They assumed that the guests who came were domestic guests so that the greetings and Japanese were not done correctly. Regular Japanese training has not been conducted. It is necessary to provide motivation from the management to the waiters to be brave and confident in giving greetings to guests as well as reviving or re-training and adding Japanese vocabulary in the restaurant.

Keywords: Fushimi Restaurant The Onsen; Hot Spring Kota Batu; greetings; Japanese culture; Japanese language.

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1. Introduction

Indonesia and Japan have established cooperation for more than 60 years, cooperation with Japan covers various fields ranging from economic, cultural, educational, and employment cooperation [1,18]. Since establishing cooperation with Japan, there have never been any significant problems between Indonesia and Japan. Even in 2000 to 2016 Japanese tourists coming to Indonesia have increase. It will increasing number of Japanese language learners that year. Likewise vice versa Indonesian tourists to Japan have increase in the last three years since the development of halal tourism in Japan. In 2011 to 2013 Indonesia was the highest number of Japanese language learners in the world, besides China, which was always superior to Japanese language learners in the country in previous years. But starting in 2014 the number of Japanese language learners in Indonesia has decreased again due to the non-implementation of Japanese learning, especially in high schools due to curriculum changes [2]. Nevertheless it still does not reduce the interest of Indonesian people towards Japanese culture. To get to know the culture of other countries, you must understand and master the language to better understand the culture of a nation in depth [23]. Indonesian people especially young Indonesians really like Japanese culture, including *anime*, comic culture or in Japanese called "*Manga*"[11]. In fact, many young Indonesians learn Japanese through *anime* (Japanese films or cartoons) and *manga* (comics). Another Japanese culture that is echoing in Indonesia is the emergence of Japanese restaurants that serve Japanese cuisine but with an Indonesian flavor and are very much loved by the Indonesian people, both in big cities and small cities, ranging from Japanese cuisine that is sold using carts to Japanese restaurants. luxury. Restaurant - the restaurant is never empty of visitors. Restaurants in this case are public space facilities which are more of a relaxed, friendly, and useful atmosphere as a means of providing culinary needs[20]. The word restaurant itself is actually a word that comes from French which means *restaurerr* or restore which means to generate energy [32]. Whereas at this time the restaurant meant a small room in a boarding house, where tourists or travelers filled their stomachs, the food they served was simple food and taken from around the lodge [17]. The restaurant is now not just a place to eat but also become a trend for connoisseurs of cuisine [19]. Lifestyle demands and human needs that are currently occupied by routine work that is quite dense makes humans need and take time to relax for a moment [31]. Restaurants in Indonesia are growing, not only restaurants that only sell food or cuisine that only rely on taste, but also restaurants that are designed so unique and attractive in terms of place and cuisine [7]. After the many Japanese food restaurants that sprung up in Indonesia were followed by the development of shops selling Japanese-made products[29], other Japanese culture that entered many in Indonesia was music, drama and fashion [27]. About fashion in Japan itself is centered in the city of *Harajuku* for several times Indonesian designers collaborate with Japanese designers to hold *batik*-themed fashion and *harajuku* fashion, other fashion in Indonesia which has several communities in various cities namely costume player or better known as *cosplay*. The *cosplay* community in Indonesia has often held events following costume in Japanese animated films. That is the process of developing the influence of Japanese culture in Indonesia at this time. In the area of Batu, East Java, precisely on Jalan Raya Arumdalubatu, which is adjacent to the tourist destination of Batu, namely Songgoriti, there is a resort with traditional Japanese architecture complete with ryokan facilities (traditional Japanese rooms), onsen (hot tubs for bathing) that overlook the panoramic views of the city mountains Batu, a Japanese cuisine restaurant that serves a variety of Japanese cuisine in a Japanese manner, Bushido Hall (the venue for the event), and facilities to wear Kimono clothes for

photo shoots by paying a certain amount of money. Even signs or speech boards at The Onsen Hot Spring Resort are written in Japanese characters and letters. However, the complete facilities are not followed by the ability of civilized or Japanese-speaking officers to welcome guests [3]. Based on the background above, the researcher is interested in researching the Japanese mastery of the waiter at the Fushimi restaurant at The Onsen Hot Spring Resort in Batu City. Researchers assume that by mastering Japanese, it can attract tourists who like Japanese culture does not even rule out the possibility of attracting Japanese tourists to visit The Onsen Hot Spring in Batu City to find out how far their culture is known and understood by the people of Indonesia. So in this study the researchers only examined and analyzed the cultural competence and use of Japanese in Fushimi restaurant waiters at The Onsen Hot Spring of Batu City.

2. Research Methods

The research method used was a type of research with a qualitative approach namely, a research method based on the philosophy of post-positivism [4,10], used to examine the natural conditions of objects where the researcher was as a key instrument, data source sampling was purposive and snowball. Collecting techniques with triangulation (combined)[12,16]. The data analysis was inductive/qualitative, and qualitative research results emphasize more meaning than generalization [21,26]. This research was a descriptive research. Data was collected through interviews with Fushimi restaurant management, Fushimi restaurant food and beverage service officers, as well as Fushimi Restaurant visitors, observations, documentation, and library studies. The translation of the data analysis in this study is Data Reduction, Data Presentation, Withdrawal of conclusions, and Triangulation.

3. Discussion

Batu City is a city located in the East Java, Batu city is located about 90 km southwest of Surabaya or 15 km northwest of Malang. With the geographical conditions that are very supportive, Batu City has many tourist destinations, both natural and artificial. One of the new destinations that is growing and developing in Batu City is a resort that takes a Japanese theme, The Onsen Hot Spring Resort. Onsen in Japanese means hot springs. The Onsen Hot Spring Resort is located in Batu City precisely on Jl. Arumdaluh No 98 - Songgoriti, Batu East Java. The Onsen Hot Spring Resort is a Japanese-style resort, and is located in a very cool place and has complete facilities such as a ryokan or rooms with the feel of a traditional Japanese house, a restaurant known as Fushimi Restaurant, which provides a variety of Japanese cuisine which is 70% Japanese cuisine and 30% is Indonesian cuisine. The facilities at The Onsen Hot Spring Resort are Onsen or hot springs, Torii or red gates, Ryokan or Japanese-style lodging, Chaya Venue, Japanese or Yukata Clothing Rental, Fushimi Restaurant, Bushido Hall or meeting place, Shinkyo Bridge, and The Onsen Garden.

3.1 How to serve Food and Beverage Service Fushimi Restaurant welcomes guests

Japanese people are very happy when friends will come to visit, they are very respectful and respectful of guests, do not forget they greet him with greetings that may be too foreign to be considered excessive [6], but that is their culture that will never fade [5,8]. The culture inherited from ancestors is always held tight even

though Japan today has become a modern country with very high technology[31,22]. Below is the result of grouping the greetings or *aisatsu* expressions that have been done by researchers through various literatures. First the researchers grouped the various types of greetings in general, then from the groupings of greetings in general to come into greetings that should be used by food and beverage service officers in Japanese cuisine restaurants [27]. The results of grouping Japanese greetings in general are as follows:

- a. The greeting expression that is used when meeting people is *ohayogozaimasu* (おはようございます) *konnichiwa* (こんにちは) , *kombanwa* (こんばんは) 。
- b. The greeting expression used for separation is *sayoonara* (さようなら) , *mataaimashoo* (またあいましょう) or *mataashita* (またあした) 。
- c. The greeting expression used before take a rest or sleep is *oyasuminasai* (おやすみなさい) 。
- d. The Greetings used when going to eat and after eating *itadakimasu* (いただきます) and *gochisoosamadeshita* (ごちそうさまでした) 。
- e. Greetings used when entering a house after returning from a place is *tadaima* (ただいま) 。
- f. The greeting expression used when meeting someone is *hajimemashita* (はじめまして) 。
- g. The greeting expression used when visiting someone's home is *ojyamashimasu* (おじゃまします) 。
- h. The greeting expression that is used when you want to ask something to someone else is *chottoukagaimasuga* (ちょっとうかがいますが) 。
- i. The greeting expression used to apologize or excuse me or call people is *sumimasen* (すみません) 。
- j. The greeting expression used to request or request something is *sumimasenga* (すみせんが) 。
- k. Greetings to say thanks like *doomoarigatogozaimasu* (どうもありがとうございます) 。
- l. The greeting expression used to congratulate someone is *omedetogozaimasu* (おめでとうございます) 。
- m. Greetings used when giving sympathy to people who are sick is *odaijini* (おだいじに) 。
- n. The greeting expression used when calling is *moshimoshi* (もしもし) 。

- o. The greeting expression used when welcoming guests, *irassaimase* (welcome) which is used for business purposes such as in hotels, restaurants, shops and so on. *Yokoso* (よこそ) (welcome) which is used when we make a visit to an institution, company or other area.
- p. The greeting expression that is said when we want to ask for help from others is *onegaishimasu* (おねがいします) (Please).
- q. The greeting expression used when entering and leaving the room is *shitsureishimasu* (しつれいします) , This expression can also be used when serving food to guests or cleaning tables, which means excuse me.
- r. The greeting expression used to ask someone for their condition is *ogenkidesu ka* (おげんきですか) (how are you?)
- s. The greeting expression used when we understand the request of someone or a guest *hai, kashikomarimashita* (はい、かしこまりました) or *hai, wakarimashita* (はい、わかりました) . (yes, I Understand)
- t. The greeting expression used to invite guests, *doozo* (どうぞ) (Please).

Table 1: Specific Greeting Expressions of Japanese Cuisine Restaurants

No	Aisatsu/ Greetings	Meanings
1	Irasshaimase いらっしゃいませ。	Welcome
2	Ohayoogozaimasu おはようございます。 konnichiwa こんにちは, konbanwa こんばんは。	Good Morning, Afternoon, Evening
3	Hai, kashikomarimashita 、わかりました。	Yes, I got it
4	Onegaishimasu おねがいします。	Please
5	ShoushouOmachikudasai しょうしょうおまちください。	Please wait a moment
6	OmataseItashimashita おまたせいたしました。	Sorry for the long wait
7	Shitsureishimasu しつれいします。	I'm sorry
8	Sumimasen すみません。	Excuse me
9	DoozoGoyukkuri どうぞごゆっくり。	Enjoy!
10	DoomoArigatoogozaimasu どうもありがとうございます。	Thank You
11	Mata kite kudasai またきてください。	Please come again

Source: Processed data, 2019

From the results of grouping the word greetings, researchers grouped and sorted more specifically for the word greetings used in Japanese cuisine restaurants. by referring to Japanese literature for tourism students, especially restaurants. Below is the result of a grouping of specific greetings used by Japanese restaurant staff.

The table above is a greeting word that should be used by Japanese restaurant waitresses in welcoming guests, then can be combined with short sentences or simple sentences to serve guests further. The simple sentence in question is as follows [9]:

1. Welcome guests by giving a welcome greeting (By saying “*Irasshaimase*”/ いらっしゃいませ
Welcome while doing *Ojigi*)
2. Take guests to their seats, (Say “*Dewa, kochira e doozo*”ではこちらへどうぞ/ Come here please).
3. Submit the menu list. (Say “*Menyuu de gozaimasu*”メニューでございます).
4. Record guest orders.
5. Retry guest orders (mention guest orders)
6. Bring captain orders to the bar and kitchen. (Say “*shoushouomachikudasai*”しょうしょうおまちくだ
さい / please wait)
7. Waiters do set up cutlery. (Say “*Shitsureishimasu*”しつれいします/ Excuse Me)
8. Serve food. (After completing the utter “*OmataseItashimashita*/ Sorry for the long wait and
DoozoGoyukkuri”どうぞごゆっくり/ Enjoy)
9. Ask guests if they have finished eating, then clear up the cutlery. (Say “*Shitsureishimasu*”しつれいし
ます/Excuse me)
10. Do crumbing down (take salt and paper)
11. Submit a bill while asking about the taste of food. (By saying “*Ryooriwaikagadeshita ka*”りょうりは
いかがでしたか/ How was the food? *DoomoArigatoogozaimasu* どうもありがとうございます
/Thank You and *mata kite kudasai* またきてください/ please come back).

Based on the grouping of greetings and procedures for welcoming guests by the waitress above, the researchers looked directly at the field of the activities of the waiters at the Fushimi Restaurant and compared the actual standards that had to be carried out with the conditions on the ground.

Table 2: Observation Results Welcoming Guests By Waiters Fushimi Restaurant Food and Beverage Service

No	Culture/Greetings	Done	Not done
1	Japanese style clothes	√	
2	<i>Ojigi</i>	√	
3	Greeting <i>Irasshaimase/ Welcome</i>		√
4	<i>Ohayoogozaimasu, konnichiwa, konbanwa</i>		√
5	<i>Hai, kashikomarimashita</i>		√
6	<i>Onegaishimasu</i>		√
7	<i>ShoushouOmachikudasai</i>		√
8	<i>OmataseItashimashita</i>		√
9	<i>Shitsureishimasu</i>		√
10	<i>Sumimasen</i>		√
11	<i>DoozoGoyukkuri</i>		√
12	<i>DoomoArigatoogozaimasu</i>		√
13	<i>Mata kite kudasai</i>		√

Source: Data Processing Results, 2019

The table above is the result of observations that have been made to Fushimi Restaurant Food and Beverage Service waiters based on the grouping of greetings for Japanese food restaurant waitresses that have been made.

1. Mastery of Japanese Culture and Language Food and Beverage Service Fushimi Restaurant Waiters.

Food and beverage service waitresses are restaurant employees who have the duty and responsibility to serve food and beverage needs in a professional manner to restaurant guests. With good communication skills with guests [25], a restaurant waiter can detect the needs and desires of guests and can immediately serve it [15]. Without an understanding from the restaurant staff, it is impossible for the service provided will satisfy the restaurant guests [30], with the satisfaction that has been felt by the guest, it is not impossible that the guest will return to the restaurant. The waitresses at the Fushimi restaurant have been trained to say greetings in Japanese, which are used to welcome incoming guests, both domestic and foreign guests, this is a provision for Japanese cuisine restaurants to welcome guests who come by saying greetings in Japanese [28]. Below are the results of the grouping that has been done by researchers namely simple Japanese which should be used by Japanese cuisine restaurant staff.

Table 3: Japanese Sentences Food Waiters Food and Beverage Service Japanese Cuisine Restaurant

No	Greetings	Meaning
1	Nanmeisamadesu ka なにかごようですか。	How many people
2	Otabako o Osuinarimasuka おタバコをおすいになりますか。	Do you smoke?
3	Dewa, kochira e doozo ではこちらへどうぞ	Then, please come here
4	Doozo, Osuwarinattekudasai どうぞ、おすわりになってください。	Please, sit
5	Kochira de yoroshidesuka こちらでよろしいですか。	May I here?
6	Menyuu de gozaimasu メニューでございます。	Please have a menu.
7	Gochuumonokimaridesuka ごちゅうものきまりですか。	Has the order been selected?
8	Kore wa desu これは～です。	This is....
9 no yoono mono desu. ～のようなものです。	It is like....
10	Yoroshiidesu ka よろしいですか。	Is it already correct?
11	Hokaninikagoyogaarimasuka. ほかになにかごようありますか。	Is there anything else that can be helped??
12	Onomimonowa doo nasaimasuka おのみものはどうなさいますか。	How about the drinks?

Source: Data Processing Results, 2019

From the results of the grouping that has been done, researchers conducted a field observation and then analyzed whether the waiter used Japanese vocabulary when having a simple conversation with guests. The analysis results are seen in Table 5.

In addition to greetings, some simple Japanese sentences can be used by Japanese restaurant waitresses to Japanese guests who are likely to visit the restaurant[24], such as the examples above are simple Japanese sentences that can be learned and used by Fushimi restaurant waiters. The sentences above are general and in standard Japanese so they are classified as polite and formal Japanese sentences when used with Japanese guests.

Table 5: Observation Results in Japanese Language Usage Fushimi Restaurant Food and Beverage Service Waiter

No	Greetings	Done	Not Done
1	Nanmeisamadesu ka なんめいさまですか。		√
2	Otabako o Osuinarimasuka おタバコをおすいになりますか。		√
3	Dewa, kochira e doozo ではこちらへどうぞ。		√
4	Doozo, Osuwarininatekudasai どうぞ、お座りになってください。		√
5	Kochira de yoroshidesuka こちらでよろしいですか。		√
6	Menyuu de gozaimasu メニューでございます。		√
7	Gochuumonokimaridesuka ごちゅうものきまりですか。		√
8	Kore wa desu これは～です。		√
9 no yona mono desu. ～のよなものです。		√
10	Yoroshiidesu ka よろしいですか。		√
11	Hokaninikagoyogaarimasuka. ほかになにかごうようがありますか。		√
12	Onomimonowa doo nasaimasuka おのみものはどうなさいますか。		√

Source: Processed data, 2019

2. How to Improve Japanese Language Ability of Food and Beverage Service Waiters at Fishimi Restaurants

In terms of using Japanese Food and Beverage Service Waiters at the Onsen Hot Spring Resort they have been trained in giving greetings in Japanese to welcome guests who come. It has been emphasized by the management that even though the visiting guests are domestic guests the waiter still uses the Japanese greeting words[13,14]. Given the concept offered is the theme of Japanese.

4. Analysis

From exposure to data that has been processed by taking from various literature on greetings and Japanese in general, then grouping them into more specific, namely only taking greetings expressions that are used in serving guests at Japanese cuisine restaurants. Furthermore, researchers conducted field observations by

observing Fushimi Restaurant waitresses whether the waiters used these greetings. In addition to observations, researchers also conducted interviews with Fushimi restaurant officials at The Onsen Hot Spring Resort. The analysis that will be discussed is:

1. How to waitress Fushimi Restaurant welcomes guests.

After observation it was found that from 13 things, only two things were done. One thing that is done is the use of Japanese clothes worn by waiters in their daily work. The uniforms worn were in accordance with the theme of the restaurant that had been built, but this was not followed by the use of greetings in Japanese. In addition to directly observing researchers also conducted interviews with four visitors. From the results of the questionnaire by restaurant visitors it was found that of the 13 things above the waitresses only did two things, first, the clothes worn by the waitresses had met the theme of the restaurant, the second, *ojigi* had been done by Fushimi restaurant waiters, while 11 greetings in Japanese have not been done by Fushimi restaurant waiters. Although the visitors who come are mostly local visitors, with the waiter who uses Japanese in welcoming guests, it will add value to the Fushimi restaurant. In Japanese cuisine restaurants in Indonesia based on the observation of researchers some of them waiters say greetings “*Irasshaimase*” いらっしゃいませ or welcome to guests who come even though those who come are domestic guests, in addition to the welcome greetings the greeting expression used is “*Onegaishimasu*” おねがいします which means please, this expression is used in addition to the guest also used to fellow waitresses when doing activities in the restaurant and in the kitchen. And the last greeting utterance uttered is “*doumoarigatougozaimasu* どうもありがとうございます, *Mata kite kudasai*” またきてください or please come back. After the researchers conducted an in-depth analysis of why the waiters did not say hello to the guests who came, they assumed that those who came were mostly domestic guests so they did not feel the need to say greetings in Japanese. But when a waiter is given a greeting in Japanese by a domestic guest the waiter can answer the greeting of a Japanese guest greeting. This means that Fushimi restaurant waiters have the ability to say greetings in Japanese, so that the basic skills possessed by Fushimi restaurant waiters can be developed in the form of simple Japanese sentences aimed at welcoming real Japanese guests.

2. Mastering the culture and language of Japanese Fushimi Restaurant waitresses.

Researchers grouped the Japanese language used for Japanese cuisine restaurants. From this grouping, 12 sentences were obtained in Japanese that were supposed to be used by Japanese restaurant waitresses in general. But of the 12 pieces of Japanese sentences none of which are used by Fushimi Restaurant waitresses. They assumed that the guests who came were domestic guests so that the greetings and Japanese were not done. Japanese habits when talking to other people or guests are usually accompanied by a slight or half-nodded head and is commonly called "Ojigi". It is customary to speak with anyone who nods always done by Japanese people, especially if they are working and providing services to guests. Usually the waiter does not want to be seen less in the eyes of guests, so they provide good service and want to be seen perfectly. Therefore, besides

using polite language, it also shows a polite and respectful attitude towards guests by giving a nod of the head or bowing. This can be done by Fushimi restaurant waitresses, although most domestic guests who come with expectations when actually handling Japanese guests waiters can communicate smoothly. The waiter understands greetings in Japanese, this is evidenced by the waiter's answer in Japanese to domestic guests who greet him in Japanese. Why waiters do not use the greetings that have been taught, there are several factors that can affect the waiter's speaking skills, namely, 1) Physical preparation for speaking which means that the ability to speak depends on the maturity of the speech mechanism. 2) Mental readiness to speak means that mental readiness to speak depends on the maturity of the brain, especially on the parts of the brain association. 3) Having a good model to emulate, this is needed to find out the correct Japanese utterances. 4) Opportunities for practice, the supervisor must provide the opportunity to speak in Japanese to waiters to improve their ability to speak Japanese. 5) Motivation, motivation and confidence of superiors to waiters can lead to a sense of courage and confidence to speak in front of guests. 6) Guidance, superiors always provide guidance, direct waiters and provide models or examples for waiters.

3. How to improve the Japanese language skills of Food and Beverage Fushimi Restaurant waiters

Based on interviews with the cashier at Fushimi Restaurant, it was found that regular Japanese language training had not been conducted. The training will only take place when launching The Onsen Hot Spring Resort. Training is only limited to greetings and does not lead to Japanese used to serve restaurant guests. Seeing the way a waitress serves restaurant guests, then based on the greetings given to the waitresses, it can then be given simple Japanese which can later be used to serve real Japanese guests

5. Conclusion and Suggestion

In terms of welcoming guest waitress Food and Beverage Service Fushimi Restaurant at The Onsen Hot Spring Resort has shown a good attitude as a general standard of attitude that has been determined if the management of Fushimi Restaurant at The Hot Spring Resort, as a Japanese cuisine restaurant the waitress has also applied the attitude standards as like waiters in Japanese cuisine restaurants. Like *ojigi* or bending the body or head, but this is not followed by the waiter not saying greetings when welcoming guests who come as greetings say "*Irasshaimase* or Welcome". Being a waiter is not enough just to rely on polite attitude and attractive appearance, but also the ability in terms of communicating in a foreign language in this case especially Japanese in simple sentences. Waiters at Fushimi Restaurant have been trained in greeting in Japanese, but in practice it has not been done by waiters. This is because guests who come are domestic guests. So the waiter assumed that there was no need to use greetings in Japanese. The waitresses at the Fushimi Restaurant have been trained in the greeting of greetings by the Fushimi Restaurant management, but only once and have not been reviewed or repeated and added Japanese vocabulary. The management of the Fushimi Restaurant requires the waiters to say hello to guests who come even though it is a domestic guest. This is to familiarize themselves the waiters say greetings in Japanese. This is to familiarize yourself with the waiter to say greetings in Japanese, in addition to practicing courage and fostering the confidence of the waiters. Considering there are also Japanese guests who come to the restaurant. Language as a means of communicating with others, it would be nice if the waiters were equipped with sufficient Japanese knowledge and Japanese vocabulary is always added, given the overall

facility has shown really - really like in Japan, then to further enliven the atmosphere that has been similar to the original then it would be nice if here and there is heard Japanese from the waiters. Because basically the waitresses have been trained to use Japanese but they have not used. In addition, with the usual use of the Japanese language will avoid misunderstandings of communicating with Japanese guests. Fushimi Restaurant is a Japanese food restaurant that is very busy every day, for that the management of Fushimi Restaurant should set aside time to review Japanese waiters, even adding as much as possible to the vocabulary, as well as Japanese waitress's grammar patterns. If this is done, there will be many Japanese tourists who want to come see the atmosphere of their country in another country. Providing motivation and guidance from superiors on an ongoing basis will have a good impact on waiters.

6. Limitation

The limitation of this study is that researchers only conduct research at Fushimi Restaurant. These results cannot reflect other restaurant services. This research is not conducted periodically, so the results that occur in the field will be able to change in the future.

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