Bapak/Ibu, Saudara/I yang terhormat,

Dalam rangka pengumpulan data yang diperlukan untuk Menyelesaikan tugas akhir (skripsi) dengan judul

"Hubungan Pelaksanaan Kualitas Pelayanan Terhadap Kepuasan Konsumen Pada Café Atmosphere di Bandung"

maka kami mohon bantuan dan kerjasama Anda dalam mengisi angket ini.
Sudilah kiranya Anda menjawab pertanyaan-pertanyaan
dibawah ini sesuai dengan pendapat Anda.

Setiap jawaban yang Anda berikan, merupakan bantuan yang tidak ternilai bagi penelitian kami, untuk itu kami mengucapkan terima kasih.

> Bandung, April 2005 Hormat Saya,

<u>Alfons Ariakandi</u> NRP 9752086

Mahasiswa Fakultas Ekonomi Jurusan Manajemen
Universitas Kristen Maranatha

Bagian I

Profil Responden

Petunjuk pengisian.

Lingkarilah jawaban dari setiap pertanyaan dibawah ini yang sesuai dengan pendapat Anda.

1. Jenis kelamin:

A. Pria

B. Wanita

2. Usia Anda saat ini:

A. 15 - 20 tahun

B. 21 - 25 tahun

C. 26 – 30 tahun

D. > 30 tahun

3. Pekerjaan:

A. Ibu rumah tangga

B. Pelajar/mahasiswa

C. Karyawan (swasta/ negeri)

D. Wirausaha

4. Pendidikan terakhir:

A.SMP

B. SMA

C. D3- S 1

D. Pasca sarjana

5. Pendapatan Anda dalam satu bulan:

A. < 500.000

D. 1.500.001 - 2.000.000

B. 500.001 – 1.000.000

E. >2.000.000

C. 1.000.001 – 1.500.000

Bagian II: Pelaksanaan Kualitas Pelayanan

Aspek Tangibles

b. Bersihc. Netral

a. Sangat bersih

	d.	Tidak bersih	
	e.	Sangat tidak bersih	
2.	Bag	Bagaimana tata letak pengaturan meja dan bungalow café ini menurut Anda?	
	a.	Sangat baik	
	b.	Baik	
	c.	Netral	
	d.	Tidak baik	
	e.	Sangat tidak baik	
	Apakah penampilan karyawan rapih menurut Anda?		
	a.	Sangat rapih	
	b.	Rapih	
	C.	Netral	
	d.	Tidak rapih	
	e.	Sangat tidak rapih	
4.	Apakah desain interior café ini menarik menurut Anda?		
	a.	Sangat menarik	
	b.	Menarik	
	C.	Netral	
	d.	Tidak menarik	
	e.	Sangat tidak menarik	

1. Bagaimana pendapat Anda mengenai kebersihan tempat café Atmosphere ?

Aspek Emphaty

- 5. Apakah perusahaan juga karyawan telah mampu memahami kebutuhan dan keinginan Anda?
 - a. Sangat memahami
 - b. Memahami
 - c. Netral
 - d. Tidak memahami
 - e. Sangat tidak memahami

Aspek Reliabity

- 6. Bagaimana kelezatan makanan dan minuman yang disajikan?
 - a. Sangat lezat
 - b. Lezat
 - c. Netral
 - d. Tidak lezat
 - e. Sangat tidak lezat
- 7. Bagaimana ketepatan pemesanan menu yang Anda terima?
 - a. Sangat tepat
 - b. Tepat
 - c. Netral
 - d. Tidak tepat
 - e. Sangat tidak tepat
- 8. Bagaimana kecepatan proses pemesanan menu menurut Anda?
 - a. Sangat cepat
 - b. Cepat
 - c. Netral
 - d. Lamban
 - e. Sangat lamban

Aspek Responsiveness

- 9. bagaimana kecepatan karyawan dalam merespon Anda?
 - a. Sangat cepat
 - b. Cepat
 - c. Netral
 - d. Lamban
 - e. Sangat lamban

Aspek Assurance

- 10. Apakah jaminan halal pada menu yang ditawarkan terjamin menurut Anda?
 - a. Sangat terjamin
 - b. Terjamin
 - c. Netral
 - d. Tidak terjamin
 - e. Sangat tidak terjamin
- 11. Bagaimana jaminan keramahan yang Anda terima?
 - a. Sangat baik
 - b. Baik
 - c. Netral
 - d. Tidak baik
 - e. Sangat tidak baik
- 12. Bagaimana jaminan kenyamanan yang diberikan café Atmosphere?
 - a. Sangat baik
 - b. Baik
 - c. Netral
 - d. Tidak baik
 - e. Sangat tidak baik

Aspek kepuasan pelanggan

- 13. Apakah Anda akan kembali untuk menikmati menu pada café Atmosphere?
 - a. Sangat setuju
 - b. Setuju
 - c. Netral
 - d. Tidak setuju
 - e. Sangat tidak setuju
- 14. Apakah Anda akan memberikan referensi kepada orang lain mengenai café Atmosphere ?
 - a. Sangat setuju
 - b. Setuju
 - c. Netral
 - d. Tidak setuju
 - e. Sangat tidak setuju
- 15. Anda akan lebih memilih café Atmosphere dibanding café / restoran lain ketika ingin makan diluar rumah ?
 - a. Sangat setuju
 - b. Setuju
 - c. Netral
 - d. Tidak setuju
 - e. Sangat tidak setuju

From The Kettle Soups.

Atmosphere Beef & Vegetable Soup

Tomatoed vegetables soup with smoked beef & parmesan cheese Rp 9.500,-

Miso Shiru

Genuine recipe of Japanese soup Rp 8.000,-

Seafood Chowder

Creamed seafood soup, served with French bread Rp 7.500,-

Zuppa Morella 😯

A blend of fresh mushroom soup garnished with smoked beef topped in a delicate puff pastry Rp 12.000,-

Hungarian Goulash

Spicy beef & vegetable soup served with Frech bread Rp 8.000,-

Cream of Chicken Soup

Hearty chicken soup served with chicken meat and French bread Rp 6.500,-

From The Grill

Roasted U.S. Back Ribs

Roasted marinated U.S. back ribs served with potato wedges, corn kernel, Vichy carrots, & green peas Rp 67.500,-

Grilled U.S. Spare Ribs

Grilled marinated U.S. spare ribs with potato wedges, corn kernel, Vichy carrots, green peas & BBQ sauce Rp 60.000,-

Beef Steak Washington

Grilled beef tenderloin with brown sauce served with French fries, Vichy carrots, green peas, corn kernel & sauteed mushroom Local Rp 32.500,-Aust. Rp 60.000,-

Pepper Steak

Grilled beef tenderloin with fresh pepper sauce, French fries & vegetables Local Rp 27.500,-Aust. Rp 55.000,-

Tenderloin Steak

Grilled beef tenderloin with barbeque sauce, French fries & vegetables Local Rp 27.500,-Aust. Rp 55.000,-

Sirloin Steak

Grilled tender & juicy sirloin with brown mushroom sauce, French fries & vegetables Local Rp 30.000,-Aust. Rp 45.000,-Rp 85.000,-

Entrecote Mont Blanc

Grilled sirloin steak topped with mushroom & mozzarella cheese, served with mashed potato, vegetables & rich gravy sauce Local Rp 35.000,-Aust. Rp 52.500,-

U.S. Rp 90.000,-

Australian T. Bone Steak

Grilled Aust. T. Bone steak with barbeque sauce, pomme gratin & vegetables Rp 60.000,-

N.Z. Lamb Chop

Grilled New Zealand Lamb Chop with barbeque sauce, pomme gratin & vegetables Rp 52.500,-

Atmosphere Supreme Chicken

Over baked chicken breast with sauteed mushroom and mozzarella served with French fries and fresh salad Rp 25.000,-

Chicken Steak Zurich Style

Pan fried breaded chicken breast served with mashed potato, vegetables & creamy mushroom sauce Rp 25.000,-

Chicken Choices

Chicken Steak

Pan fried breaded chicken breast with vegetables, French Fries & our special sauce Rp 25.000,-

Vealbratwurst 😯

Veal sausages served with Lyonnaise potato Rp 32.500,-

Beef Cordon Bleu

Pan fried breaded beef tenderloin stuffed with mozzarella cheese & smoked beef served with French fries, BBQ sauce & vegetables Rp 30.000,-

Mixed Sausages

Beef & chicken sausages served with Lyonnaise potato Rp 27.500,-

American Mixed Grill 😯

A display of lamb chop, beef tenderloin, chicken breast & beef sausages, served with potato wedges, corn kernel, green peas, vichy carrots & BBQ sauce Rp 37.500,-

Western Favourites

Smoky Beef Sausage Smoky beef sausages served

with Lyonnaise potato Rp 32.500,-

Chicken Cordon Bleu

Pan fried breaded chicken breast stuffed with mozzarella cheese & smoked beef, served with French fries, BBQ sauce & vegetables Rp 27.500,-

All prices are subject to 2,5 % service charge and 10 % government tax

From Our Special Mixed

Carrot Shake

A shake of fresh carrot juice, heavy cream, orange juice & lemon juice Rp 14.000,-

Tomatosphere

Blend of fresh tomato, strawberry ice cream and honey Rp 13.000,-

Fruit Paradise

Mixture of pear, peach, strawberry & peach nectar Rp 14.000,-

Lemon Squash

Pour of fresh lemon juice & simple syrup, filled up with soda water
Rp 12.000,-

Fruit Punch

Shake of orange juice, guava juice, pineapple juice & mango juice, filled up with carbonated water & grenadine syrup Rp 14.000,-

Atmosphere Sunrise

Blend of fresh carrot juice, fresh pineapple, orange & mango juice
Rp 13.000,-

Lychee Smoothie

Blend of lychee, honey, yoghurt & fresh milk Rp 15.000,-

Strawberry Smoothie

Blend of strawberry, honey, yoghurt & fresh milk Rp 14.000,-

Nothing But Tea

Hot Tea

All served in tea pot & tea cup

Twinings

Earl Grey Tea Rp 9.000,-English Breakfast Tea Rp 9.000,-Peppermint Tea Rp 9.000,lasmine Tea Rp 9.000,-

Hot Tea Rp 9.000,-Hot Lemon Tea Rp 9.000,-

Iced Tea

Black Pearl Tea

Blend of black tea, creamer & simple syrup, served with our homemade pearl Rp 11.000,-

Green Pearl Tea

Blend of green tea, creamer & simple syrup, served with our homemade pearl Rp 11.000,-

ut Tea

Iced Apple Tea Mixture of black tea & apple juice Rp 11.000,-

Iced Lemon Tea

Shake of black tea, lemon juice & simple syrup, garnished with a slice of lemon Rp 10.000,-

Iced Tea

Soft Drinks

Coca Cola Fanta Sprite Rp 7.500,-Rp 7.500,-Rp 7.500,- Soda Water Rp 7.500,-Mineral Water Rp 6.500,-



Beers & Wines

Draught Beer Bir Bintang

By Glass Rp15.000,-By Pitcher Small Rp40.000,-By Pitcher Large Rp62.500,-

Bottled Beers

Heineken Rp27.500,-Carlsberg Rp17.500,-Miller MGD Rp29.000,-Guinness Stout Small Rp20.000,-Guinness Stout Large Rp34.000,-Anker Small Rp14.000,-Anker Large Rp25.000,-

Wines (By Glass)

Five Miles Creek, Semillion Chardonnay Rp 50.000,-

Five Miles Creek, Cabernet Merlot Rp 50.000,-

Cinzano Asti, Sparkling

Fortant de France, Merlot Rp 40.000,--

Fortant de France, Cabernet Sauvignon Rp 40.000,- Fortant de France, Chardonnay

Rp 40,000,-

Fortant de France, Sauvignon Blanc Rp 40.000,-



We have a wide selection of selected wines, please ask wine list (separated from this menu) to our waiter/waitress Kami memiliki beragam jenis wine yg berkualitas, mintalah wine list (terpisah dari menu ini) kepada waiter/waitress kami

Weekday Menu From Monday To Friday Only

Nasi Ulam 🗇 Grilled pomfret, prawn and squid fillet with white rice & sambal kecap Rp 27.500

Sapi Lada Hitam Stir fried black peppered beef tenderloin, onion & green paprika, served with white rice Rp 22.500,-

Gyuniko 💝 Nimiku Yaki Grilled Australian beef

tenderloin topped with sauteed garlic, served with vegetables tempura, potato wedges, miso shiru, salad, & fresh fruits Rp 70.000,-

Ayam Bakar Atmosphere

Grilled marinated local chicken with white rice & sambal kecap Rp 22,500.-

Udang Asam Pedas Fried prawn in hot & sour sauce, served with white rice Rp 20.000

Mixed Tempura

Prawn & vegetables tempura served with miso shiru, sushi, white rice, salad & fresh fruits Rp 40.000,-

Panyawangan Platter

A plate of complete Sundanese dishes Rp 20.000,-

Nasi Goreng Lengkong Stirred fried rice with chicken, shrimp & beef sausages, served with fried egg & chicken wing on top Rp 20.000,-

- Japanese Corner

Salmon Batayaki

Grilled Norwegian salmon japanese style with white rice, salad, miso shiru & fresh fruits Rp 40.000,-

Hors D'ocuvre, Savory Appetizers

Chicken Croquette Fish Finger Rp 11.000,-

Risoles Bandung Rp 11.000,-

Onion Ring Rp 6.500,-

Garlic Bread Rp 5.000,-

Fried Calamari Rp 14.500,-

Deep fried breaded kakap fillet served with tartar sauce Rp 14.000,-

Pomme Gratin

Overbaked creamed potato with mozarella cheese Rp 8.000,-

Tuna Sandwich Toasted bread filled with mayonnaised tuna flakes & fresh salad, served with potato chips Rp 17.500,-

Toast Monte Cristo

Toasted French bread with mushroom & mozzarella cheese Rp 6.500,-

BBQ Chicken Wings Grilled chicken wings marinated in BBQ sauce Rp 12.000,-

From The Gard

Fusili Salad 💝 Fusili & smoked beef bound in mayonaisse Rp 10.000,-

Atmosphere Salad

Lolorosa, carrots, onions & bell peppers with blackened Cajun chicken & croutons, served with Italian dressing Rp 12.000,-

Exotic Fruit Salad With Orange Dressing Fresh fruits in delicate &

creamy orange dressing Rp 11.000,-

Chicken Caesar Salad

Crunchy romaine lettuce with chicken breast, croutons & smoked beef, tossed with Caesar dressing Rp 15.000,-

Seafood Salad With Avocado

Boiled shrimp, kakap, & calamari on a bed of crisp lettuce, garnished with a slice of avocado

Rp 13.000,-



Dessett Closing Course

Creme Brulee A rich cream custard with flavour of your chioce: Espresso Cream Rp 13.000,-

Orange Praline Rp 14.000,-Banana Cream Rp 12.000,-

Chocolate Mousse

Soft dark & white chocolate mousse with Kirsch liqueur Rp 10.000,-

Apple Strudel

An Austrian specialties of apple & raisin, with vanilla sauce & mocha ice cream Rp 11.000,-

Crepe' Suzette

Two piece of homemade pancake with orange sauce & vanilla ice cream Rp 12.000,-

Singapore Coupe A scoop of vanilla & strawberry

ice cream, with choco chips & strawberry sauce Rp 11.000,-

Coupe Romanov

A scoops of vanilla ice cream with strawberry compote, topped with whipped cream & strawberry syrup Rp 11.500,-

Atmosphere Sundae

A scoops of mocha ice cream with chocolate sieved, roasted peanut & chocolate sauce Rp 11.500,-

Mixed Fruit

Fresh fruits of the season Rp 20.000,-

Portion of Ice Cream

Ice cream of your choice: Vanilla/Strawberry/Chocolate Rum raisin or Mocha Rp 6.500,-

Caramel Pudding Rp 8.000,-

Cakes Delicious Choice

Strawberry Slices

Rp 9.500,-Slice Loyang Rp 50.000,-

Strawberry Cheese Cake

(heart-shaped)

Small Rp 16.000,-Large (20 cm) Rp 125.000,-

Black Forest Cake

Rp 14.500,-Slice Rp 200.000,-D/24 cm D/20 cm Rp 150.000,-D/16 cm Rp 105.000,-

Tiramisu 🕞

Rp 14.000,-Slice 30x30 cm Rp 200.000,-20x20 cm Rp 115.000,-

Fruit Flan

9.000,-Slice Rp D/24 cm Rp 120.000,-95.000,-D/20 cm Rp 60.000,-D/16 cm Rp

Chocolate Diplomate

Slice Rp 9.000,-D/24 cm Rp 115.000,-D/20 cm Rp 90.000,-D/16 cm Rp 65.000,-

Opera Cake

Rp 10.000,-Slice 30x30 cm Rp 150.000,-20x20 cm Rp 90.000,-

Cheese Cream Cake

Rp 12.000,-Slice D/24 cm Rp 160.000,-D/20 cm Rp 115.000,-D/16 cm Rp 77.500,-

For whole cakes order, please inform us at least two days before Untuk pesanan cake per loyang, mohon diinformasikan minimal dua hari sebelumnya



Chef Most Recommend



picy Dishes



Bartender Most Recommend

Today's Catch & Seafood Choices

Kakap Steak "Belle Meuniere"

Pan fried fillet of kakap topped with sauteed mushroom & meuniere sauce, served with fresh salad & boiled potato Rp 33.000,-

Salmon Teriyaki

Grilled Norwegian salmon with teriyaki sauce, served with steamed rice, fresh salad & fried onion rings Rp 35.000,-

Grilled 🗇

Norwegian Salmon Grilled fillet of salmon, served with fresh salad, red paprika sauce & boiled potato Rp 35.000,-

From The Skillet Ess Dishes

Cheese Omelette 😯

Pan fried egg French style with cheese, served with French fries & fresh salad Rp 19.000,-

Mixed Omelette

Pan fried egg French style with smoked beef, mushrooms & cheese, served with French fries & fresh salad Rp 19.000,-

Plain Omelette

Rp 12.500,-

Pasta Ficsta, Pasta Choices

Fettuccine Con Salmone

Cooked fettuccine & salmon, in cream sauce, and fresh salad Rp 25.000,-

Spaghetti Al Tonno

Sauteed cooked spaghetti with spicy tuna sauce Rp 22.500,-

Fettuccine Au Gratin

Gratinated cooked fettuccine, smoked beef, mushroom & bell peppers in a rich cream sauce, topped with mozzarella cheese served with fresh salad Rp 22.500,-

Plain Spaghetti

Spaghetti Bolognese Sauteed cooked spaghetti with meat sauce & fresh salad Rp 22.500,-

Kiddies Favourites.

Tarzan Spears

Pan fried beef frankfurter served with our special sauce, French fries & vegetables Rp 19.000,-

Chicken Run

Deep fried breaded strips of chicken breast, served with tartar sauce, French fries & vegetables Rp 17,000,-

Asian Delight Dishes From The East

Bebek Crispy

Crisp fried Balinese spiced duck with white rice, emping, Balinese vegetables & sambal matah Rp 25.000,-

Sup Konro

A Makassar back rib soup, served with steamed rice, emping & chilli sauce Rp 25.000,-

Chicken Teriyaki

Grilled marinated boneless chicken leg, served with steamed rice, fresh salad & teriyaki sauce Rp 22.500,-

Beef Teriyaki

Thin sliced beef tenderloin served with steamed rice, fresh salad & teriyaki sauce Rp 27.500,-

Bebek Betutu

Balinese spiced roast duck, served with steamed rice, Balinese vegetables & sambal matah Rp 27.500,-

Korcan BBQ Plate

A barbequed beef tenderloin & chicken wings, served with white rice & pickled Chinese cabbage Rp 27.500,-

Nasi Campur Bali

Various Balinese dishes all in one plate Rp 25.000,-

Hainan Chicken Rice

Boiled chicken Chinese style served with ginger flavored steamed rice, chicken stock & chilli sauce Rp 22.500,-

Sop Buntut Bakar

Traditional broiled marinated ox-tail, served with clear soup, steamed rice, emping, pickled vegetables & chilli sauce Rp 25.000,-



Beverages Alcoholic Coffee

Swiss Moccha Coffee

A rich creamed coffee flavoured with Baileys Rp 30.000,-

Atmosphere Royal Coffee Irish Coffee

Float of simple syrup, baileys, black coffee & brandy Rp 35.000,-

Mixture of black coffee with Irish whiskey & whipped cream Rp 27.500,-

Regular Coffee Rp 10.000,-

Espresso Single Rp 10.000,-

Espresso Double Rp 15.000,-

Cafe Latte (Hot/Iced) Rp 11.000,-

Cappuccino (Hot/Iced) Rp 11.000,-

Iced Espresso Espresso with fresh milk & ice cubes Rp 10.000,-

Pearl Frappuccino

A blend of espresso coffee, creamer & simple syrup, with our homemade pearl Rp 13.500,-

Mocchaccino (Hot/Iced)

Combination of espresso coffee, chocolate syrup & steamed milk Rp 13.000,-

Cappuccino with Ice Cream

A glass of blend coffee served with ice cream & fresh milk Rp 15.000,-

Avocoffee

A blend of black coffee with avocado, and vanilla ice cream Rp 15.000,-

Iced Coffee Float

A blend of black coffee with mocha ice cream & mocha syrup Rp 14.000,-

Hot/Iced Chocolate

A cup of hot chocolate mixed with cinnamon powder & marshmallow Rp 11.000,-

Lemon Juice Rp 12.000,-Melon Juice Rp 12.000,-Lychee Juice Rp 14.000,-

Avocado Juice Rp 13.000,- Hot Orange Rp 15.000,-Strawberry Juice Rp 12.000,-Orange Juice Rp 15.000,-

chers

Rum Raisin Rp 14.000,-Milkshake

Vanilla Milkshake Rp 14.000,-

Rp 14.000,-

Strawberry Milkshake

Chocolate & Milkshake

Rp 14.000,-

Orange Float Rp 16.000,-Strawberry Float Rp 13.500,-

Cola Float Rp 12.000,-



Melon Ball

A shake of vodka, midori, pineapple juice & lime juice Rp 40.000,-

Vodka Orange

Pour of vodka & orange juice Rp 30.000,-

Strawberry Margarita Mixture of tequila, strawberry syrup and lime juice Rp 40.000,-

XXX

Layered of Blue Curacao, C.D.M. Green & tequila Rp 60.000,-



Long Island

The famous blend of dry gin, vodka, tequila, bacardi, triple sec, lime juice & orange juice Rp 65.000,-

Tequila Sunrise

Mixture of tequila, triple sec, orange juice & grenadine syrup Rp 55.000,-

For complete list of cocktails, please ask wine list (separated from this menu) to our waiter/waittess Untuk daftar menu cocktail yang lengkap, mintalah wine list (terpisah dari menu ini) kepada waiter/waittess kami