

ABSTRACT

A waiter is a restaurant employee whose job is and is responsible for serving food and drink needs for buyers. It can be said that waiters are the spearhead of the business because they play a role in providing guest satisfaction, which will indirectly provide profits for the restaurant. Food and drink service activities by waiters at *Hero Coffee* Indonesia mostly center on illocutionary speech acts, starting when the waiter welcomes the buyer to saying goodbye to the buyer. This happens naturally and is often unconsciously contained in various illocutionary speech acts. This research aims to find the types and functions of illocutionary speech acts in service at *Hero Coffee* Indonesia. The theory used in this research is Searle's illocutionary speech act theory. This type of research is descriptive qualitative. The research object is in the form of speech or conversation spoken by sellers and buyers at *Hero Coffee* Indonesia. The data collection method uses the proficient free-involved listening method, recording techniques, and note-taking techniques. Data analysis uses the matching method and the method of selecting determining elements as basic techniques. The results of this research are types of assertive illocutionary speech acts with the functions of stating information, convincing, and confirming. Directive illocutionary speech acts with the function of stating orders, inviting, requesting, asking permission, recommending, and requesting. Commissive illocutionary speech acts with the function of promising and guaranteeing. Expressive illocutionary speech acts with the function of congratulating, apologizing, thanking, praising and complaining. Declarative illocutionary speech act with canceling function.

Keywords: Pragmatics, Speech Acts, Illocution, Waiter, Restaurant