**ABSTRACT**

This research is aimed to know the response to the facilities and services guests in the restaurant B'leaf cafe. Where researchers measured the satisfaction of using variables on the types products are like food and beverage, services, facilities, and the atmosphere provided. Object of this study is restaurant B'leaf café at Banana Inn hotel Bandung. This paper is presented by descriptive method to obtain a variety of information related to guest responses to B’leaf café facilities and services at Banana Inn Hotel Bandung. The methods of data collection has used study library, interview, questionnaire, and observation. The data has been analyzed and described, a sample is used by 30 respondents. The results showed that hospitality services, especially in B'leaf cafe around 55.6%. that means hospitality in the restaurant are less and should be improved again, but the highest value in getting the restaurant facilities as providing entertainment to visitor restaurant and get an assessment 100% but for the others to get good assessment such as menus and other facilities.

Keywords : Services, Facilities, Responses.1

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