

Abstract : This research aims to identify and analyze operational at the department pastry and bakery Hyatt Regency Yogyakarta in a hotel there are various departments to carry out operations in providing services to customers or guests, one of which is a department of pastry and bakery, pastry and Bakery is part yang responsible in the manufacture of cakes and bread in the hotel, the method will be undertaken authors in meleakukan this study by direct observation in the department pastry and bakery, for authors conducted a study authors found obstacles in the implementation of job descriptions that do not seseuai with standard operational work, this led training feel unfairly in the division of labor that is given pastry chef, division of labor that is given boss in pastry Hyatt Regency Yogyakarta to training does not run with the, this occurs because students who are training often experienced over time because doing the work shift other, Supposedly division of labor for the training that goes in the morning, afternoon and evening. follow the procedures and on the average to be fair for training.

Key word : Pastry and Bakery, Schedule, job Description