

ABSTRACT

This study discusses the performance of employees in producing quality products at the Grand Aston City Hall Hotel, Medan. Data collection was conducted in this study pastry section Hotel Grand Aston City Hall Medan. Research methods with qualitative descriptive analysis based on the theory and applied research in the field. The collection of data is used to obtain the particulars relating to the research through observation, interviews, documentation and literature. From the results of research and discussion shows that performance of employees in the hotel pastry Grand Aston City Hall Medan is influenced by three factors: the completeness of work equipment used, cooperation among fellow employees, as well as time loyalty and in improving the quality of its products, the pastry division of Grand Aston City Hall Medan stipulates several things, namely: maintaining the standard of taste of its products, storage standards, standards and cleanliness of the use of tools, as well as the quality of materials used. This is demonstrated by the pastry performance of employees who can produce the highest quality products. All operations related to the cake section, this research in good pastry division performance of emoloyee .

Keyword : Pastry Section, quality Product, performence of employe