

ABSTRACT

This study discusses how employees in the Cake Department in the workload received during the Banyan Tree Bintan Hotel. In this study the authors chose several theories that were examined into the framework of thinking, namely the Hotel theory put forward by Agus Sulastiyono in 2006: 05, then there was the pastry theory from Adjab Subagjo in 2007: 87, and most recently there was a workload theory from Pemandagri in 2008. This study aims to find out how pastry workloads are and how pastry employees respond to workload constraints during the operations of the Banyan Tree Bintan pastry department. In this study the authors used a descriptive qualitative research method with 3 (three) data collection techniques, namely work techniques for 6 (six) months at the study site. Data collection was also carried out by interviews with Banyan Tree Bintan employees or pastry staff, and inheritance studies as sources of theory from the final project research. The results showed that there were 2 (two) types of workload, namely qualitative and quantitative as well as quick solutions to deal with this burden.

Keywords: Workload, Employees, Pastries