

ABSTRACT

This study aims to determine the standard operating procedure (SOP) and the application of the standard operating procedure (SOP) pastry kitchen at Swissotel Jakarta PIK Avenue. Excessive working hours have become commonplace for industrial hotels, especially on holidays when the hotel is experiencing high season. High season is a season that occurs during holidays and long weekends. When the hotel is experiencing high season, many banquets are held to maximize hotel profits such as birthdays, weddings, sangjit which cause the workload to be heavier. The workload becomes heavier resulting in overtime which has an impact on employees who work the next day such as causing drowsiness which can have an impact on cake production. The problem of working hours that exceeds the agreement agreed upon by the hotel and employees attracted the author's attention to take the title and conduct an analysis at Swissotel Jakarta PIK Avenue to find out the implementation of standard operating procedures (SOP) at Swissotel Jakarta PIK Avenue. The method used in this research is descriptive qualitative by selecting information using purposive sampling for data collection using observation, interviews, and documentation. The standard operating procedures (SOP) in the pastry kitchen at Swissotel Jakarta PIK Avenue are the requirements for the pastry kitchen, working hours, rules, duties and responsibilities, and workflow. The implementation of standard operating procedures (SOP) for the pastry kitchen at Swissotel Jakarta PIK Avenue has been carried out well, but there are still standard operating procedures (SOP) that are not implemented from the hotel, namely working hours that exceed the provisions agreed upon between the hotel and staff.

Keywords: Pastry, Standard Operation Procedures, Working Time.