

ABSTRACT

The Jayakarta Suites Hotel Bandung is a 4-star hotel in Bandung with 210 guest rooms. The design concept is a combination of minimalism, ethnicity, Mediterranean and classics. The Jayakarta Suites Hotel Bandung is a business hotel and resort, which can be used as a place to run business activities or a place to rest on weekends with family. The hotel kitchen at The Jayakarta Suites Hotel Bandung is divided into several sub-sections that have functions and tasks according to the type of food to be prepared, such as pastry, gardemanger, butcher, asian kitchen, and western kitchen. The author chose to research standard operating procedures (SOP) in the F&B Product Department because the author was interested in how to work as a chef in a hotel and learn about kitchen operations in a hotel. In addition, by choosing this department, we can get to know many types of food from various countries, and it's not just about cooking, there are many other scientific aspects about culinary that can be explored. Such as sanitation, aesthetics of food presentation, to nutrition. The kitchen department also has knowledge and abilities that can be continuously explored and developed because there will always be new innovations that are always present in the culinary field. From this study it can be concluded that the application of standard operating procedures (SOP) at The Jayakarta Suites Hotel Bandung is still not quite fulfilled. Eventhough there are a couple of shortcomings for example, shortages or damaged equipment that ultimately affects staff's work, or sometimes food standards that do not meet hygienic values.

Keywords : The Jayakarta Suites Hotel Bandung, SOP, F&B Product