

ABSTRACT

Cambridge Hotel Medan is a 5-star hotel with 242 rooms with types of Deluxe, Executive, Suite, Superior, and 28 Presidential Suites. the address of this hotel is on Jl. S. Parman No. 217. This hotel is located close to the city center so it is very easy to reach shopping centers and do business activities, as well as a place to rest on weekends with family. Cambridge Hotel Medan, which was originally named Grand Swiss Belhotel Medan, is part of the Swiss Belinternational Hospitality Manager. Then, Cambridge Hotel Medan is the only hotel with a five-star rating under Swiss Belinternational Hospitality Manager in Medan City. The kitchen at the Cambridge Hotel Medan itself is divided into several sections that have functions and duties according to the type of food to be prepared, such as pastry or bakery, cool kitchen, hot kitchen, butcher, ASEAN kitchen and western kitchen.

The problem that will be discussed in this study is to find out how standard operating procedures are at the Cambridge Hotel Medan and also how to overcome the lack of equipment and tools in the Cambridge Hotel Medan Department Kitchen. standard operating procedures and How to apply standard operating procedures in Food and Beverage products at Cambridge Hotel Medan by using qualitative research methods with descriptive studies, using data collection techniques in the form of observations, interviews and documentation then analyzed by giving conclusions and suggestions from the authors. found that by choosing this kitchen department, the author was able to get to know many types of food from various countries, the standard of hygiene used in food preparation, the aesthetics of serving food and not just cooking, there is a lot of knowledge about cooking. culinary.

Keywords: Hotel, operational standards, kitchen.