

ABSTRACT

Geographical location of the city of Bandung is very strategic to support tourism needs in the area around the city of Bandung, such as the need for lodging, namely hotels. In 2008 a 5 star hotel was inaugurated which has extraordinary quality, namely Padma Hotel Bandung. Hotel Padma Bandung has a Food and Beverage Service Department which is one of the departments in the hotel that focuses on food and beverage service to achieve customer satisfaction. Standard Operational Procedure is a system that is structured to facilitate, tidy, and order work. SOPs applied by employees at Hotel Padma Bandung such as uniforms, work schedules, and rules. This application is carried out by every employee of the Food and Beverage Service Department at Hotel Padma Bandung so that the quality of service provided remains excellent. There are still obstacles in carrying out operations, namely the unavailability of washing tools for glasses in the bar which causes work time to be hampered. Things that can be done from observations and research on operational reviews of the Food and Beverage Service Department at Hotel Padma Bandung are maintaining the quality of SOPs, giving confirmation to all employees, and providing dishwashing for glass.

Keywords : Standard Operating Procedures, Food and Beverage Service Department, Padma Hotel Bandung.