

ABSTRACT

This study discusses the Standard Operating Procedures for pastry departments at the Harper Purwakarta By Aston Hotel. The formulation of the problem that the researchers took was the Standard Operating Procedures for pastry and the application of Standard Operating in Pastry against the background of not thinking about the existence of a pastry and bakery department because the hot kitchen is more important and has a greater function to provide the main food. This study aims to find out how to work in the hospitality industry, especially in the Department of Food and Beverage Processing. The research is expected to add insight into standard operational procedures in the hospitality industry. This research method uses qualitative and uses data collection techniques obtained through observation, interviews, and documentation, which is analyzed by providing conclusions and suggestions according to the author. The results of the research obtained to determine the efforts of the Food and Beverage Department to improve product quality in hotels.

Kata key : Patisseries, Hotels, Standard operational prosedur.