

## ABSTRACT

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Intercontinental Bandung Hotel is a five-star hotel with a modern building located in the most strategic location in the city of Bandung. Hotel Intercontinental Bandung has a Food and Beverage Product Department which is one of the departments in the hotel that focuses on food and beverage service. To achieve customer satisfaction in processing food and beverage products, it is necessary to have competent knowledge and expertise in accordance with standards so that guests feel satisfied tasting the products offered. Therefore, operational procedures are needed in the Department of Food and Beverages Products at the Intercontinental Hotel Bandung. This study discusses standard operating procedures in the Food And Beverages Products department at the Intercontinental Hotel Bandung. This research is motivated by the lack of optimal standard operating procedures carried out by employees in the Food And Products department at the Intercontinental Hotel Bandung. The purpose of this study was to determine whether the Food and Beverage Product Operational Review at the Intercontinental Hotel Bandung was running optimally or not. The research method used is descriptive qualitative method with data collection techniques through interviews, observations, and literature studies. Based on the results of the research that has been done on Standard Operating Procedures in the Food and Product Department at the Intercontinental Hotel Bandung, it can be concluded that the implementation of Standard Operations in the Food and Beverages product department is quite good but there are some application of product operational standards that have not been maximized, such as the lack of rules for employees to wash hands before work. The obstacles faced are quite a lot in the application of Standard Operating Procedures, therefore efforts to implement Standard Operating Procedures to minimize errors that occur must be carried out.

*Keywords: Standard Operating Procedures, Food and Beverage product Department, Hotel.*