

## **ABSTRACT**

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*This study discusses standard operating procedures at the El Patio restaurant, Melia Purosani hotel, Yogyakarta. This research is motivated by guest complaints about old tableware being replaced when it runs out which causes guests to have to wait to take food and drinks. Therefore, the researchers made this study with the aim of knowing the standard operating procedures in El Patio restaurants and to find out the application of standard operating procedures at El Patio restaurants. In this study, researchers took theories from several experts, namely Hotel theory from Rumekso 2002, Standard Operating Procedures from Tjipto Atmoko 2011, and Restaurant from Sugiarto and Sulastiningrum 2001. The method used in this study is a qualitative research method. Data collection techniques in this study used observation, interviews, and documentation studies. Based on the results of the study, it is known that the existing standard operating procedures have been properly implemented, but there are several points in the standard operating procedures that are not implemented properly for certain reasons.*

*Keywords: Hotel, Standard Operating Procedures, Restaurant*