

Abstract

This study discusses Standard Operating Procedures at Grand Tebu Hotel. SOP (Standard Operational Procedure) is a guideline in the implementation of work operations, which makes work easier and makes operations run smoothly. This research was conducted to determine and analyze the application of operational standards of the Grand Tebu Hotel pastry department. This research method uses qualitative methods with descriptive studies with data analysis techniques and data collection. The author has conducted research for 6 month at the Grand Tebu Hotel and the result is that the application of standard operating procedures in pastry has not been good enough due to inadequate equipment and materials so that it hampers work and makes the resulting product not according to SOP and less than optimal. Therefore, the author hopes that the equipment and materials are further equipped so as not to hinder the work.

Keywords : Standard Operating Procedure, Pastry