

ABSTRACT

This research is motivated by guest complaints about the food that is not good and less varied at the hotel. As the tourism sector grows, hotels in Jakarta compete with each other in providing the best services and facilities. Therefore, standard operating hotel procedures, especially the a'la carte kitchen, are needed for smooth operations and improving hotel quality. This study discusses standard operating procedures in the a'la carte kitchen department of the Sheraton Grand Jakarta Gandaria City Hotel. So that it can be formulated in this study that how are standard operating procedures and their implementation at the Sheraton Grand Jakarta Gandaria City Hotel. The purpose of this study was to find out standard operating procedures and their application at the Sheraton Grand Jakarta Gandaria City Hotel.

This study uses a qualitative research methodology with a descriptive study. Data were collected by researching through informants (resources). The informants of this research are the sous chef and commis at the Sheraton Grand Jakarta Gandaria City Hotel. To obtain data, the researchers conducted observations, interviews, and documentation aimed at knowing how standard operating procedures and their implementation are in the a'la carte kitchen department of the Sheraton Grand Jakarta Gandaria City Hotel.

The results of this study indicate that all work carried out at the Sheraton Grand Jakarta Gandaria City Hotel has been carried out in accordance with standard operating procedures in the a'la carte kitchen department.

Keywords: standard operating procedures, a'la carte kitchen department, Sheraton Grand Jakarta Gandaria City Hotel