

ABSTRACT

This study aims to determine and understand the application of Standard Operating Procedures at The Stones Hotel Legian Bali. This study uses a qualitative method with a descriptive study. This research is motivated by the lack of application of Standard Operating Procedures at The Stones Hotel Legian Bali related to the level of guest satisfaction. The purpose of this study was to determine the Standard Operating Procedures at The Stones Hotel Legian Bali in the implementation of daily operations. Sources of data obtained through observation, interviews and documentation. With the application of the appropriate Standard Operating Procedures, it will improve the quality of service at the hotel and guest satisfaction.

Keywords : Hotel, Kitchen, Standard Operating Procedures