

ABSTRACT

This study aims to evaluate and describe the implementation of operational procedures in the Banquet Kitchen of Hilton Hotel Bandung, particularly in supporting the smooth delivery of food and beverage services during large-scale events. The banquet kitchen plays a crucial role in ensuring product quality and timely service for various functions such as seminars, weddings, and conferences. The research uses a qualitative descriptive method through direct observation, interviews with relevant staff, and documentation review. The findings indicate that Hilton Hotel Bandung has effectively implemented standard operating procedures (SOPs) in managing the banquet kitchen, including menu planning, procurement of raw materials, kitchen workflow, and interdepartmental coordination. However, several challenges remain, such as fluctuating guest numbers and limited preparation time, which require improvements in internal communication and time management. This study is expected to serve as a reference for developing more efficient and professional banquet kitchen operational systems in the hospitality industry.

Keywords: operational, banquet kitchen, hotel, food service