



**Background:** Sulawesi Tenggara General Hospital was established in 1969-1970, it belong to the government of Province of Sulawesi Tenggara. In the beginning, it was a type C hospital, and then it was upgrade to a type B non educational hospital. One of the supporting instalations in Sulawesi Tenggara General Hospital is the nutrition instalation. For several years, the management of the nutrition instalation of Sulawesi Tenggara General Hospital did not show significant improvement, either its service quality or its food processing. One of the several ways to improve the nutrition instalation of Sulawesi Tenggara General Hospital is by performing the functional benchmark analysis.

**Method:** This research is a descriptive case study. The data is collected by using questionnaire and direct observation, carried out in the nutrition instalation of Sulawesi Tenggara General Hospital and the Food-And-Beverage Department of Quality Hotel Makassar. This research applies functional benchmark analysis for comparing the nutrition instalation of Sulawesi Tenggara General Hospital and the Food-And-Beverage Department of Quality Hotel Makassar.

**Result:** The result of the research indicates several differences between the service quality of the nutrition instalation of Sulawesi Tenggara General Hospital and the Food-And-Beverage Department of Quality Hotel Makassar. The differences are existed in work relationship, task distribution, menu planning, food preparation, menu cycle, food and beverage storage system, food processing facilities, production room, unavailability of kitchen exhaust system, and no particular officer for meal serving.

**Conclusion and suggestion:** The service quality in the nutrition instalation of Sulawesi Tenggara General Hospital is lower than the Food-And-Beverage Department of Quality Hotel Makassar. Therefore, the management of Sulawesi Tenggara General Hospital should perform improvements in several aspects, i.e. adjusting the work relationship and task distribution to the organization structure, selecting professional partners and suppliers throughout tenders, fixing the food and beverage storage system and processing facilities, recruiting well-skilled chefs and cooks, and also putting particular officers for delivering foof to the patients.

**Keywords:** Functional Benchmark, the nutrition instalation of Sulawesi Tenggara General Hospital, the Food-And-Beverage Department of Quality Hotel Makassar.