

INTISARI

Penelitian ini menjelaskan mengenai Standard Operational Procedure Taking Order yang diterapkan oleh pramusaji di Tadds Restaurant Montigo Resort. Penelitian ini lebih banyak menjelaskan mengenai pentingnya Standard Operational Procedure yang diterapkan pramusaji dalam melakukan Taking Order dimana pengimplementasian Standard Operational Procedure yang ada akan mempermudah pekerjaan seorang pramusaji itu sendiri.

Tujuan penulisan adalah mengetahui Standard Operational Procedure Taking Order yang diterapkan oleh pramusaji yang ada di Tadds Restaurant dan mengetahui kendala-kendala yang mempengaruhi seorang pramusaji dalam mengimplementasikan Standar Operational Procedure Taking Order yang ada. Penelitian ini menggunakan metode pengumpulan data meliputi observasi, wawancara, dokumentasi, serta studi pustaka.

Kesimpulan dari penelitian ini adalah pramusaji perlu mempelajari kembali Standard Operational Procedure Taking Order yang ada serta mengimplementasikannya demi mempermudah pekerjaan dari pramusaji itu sendiri. Pelayanan yang diberikan kepada tamu dapat ditingkatkan melalui pramusaji yang mematuhi dan menerapkan Standard Operational Procedure yang diterapkan.

Kata kunci : SOP, Taking Order, Pramusaji, Restaurant

ABSTRACT

This research explains about the Standard Operational Procedure Taking Order which is used by the server in Tadds Restaurant Montigo Resort. In this research, there are more explanation about the important thing of the Standard Operational Procedure which is used by the server while Taking Order. The implementation of the Standard Operational Procedure will make the task of the server more easier.

The purpose of this research are to learn about the Standar Operational Standard Taking Order which is used by the server in Tadds Restaurant and knowing the obstacle that have influence to the server when implementing the Standard Operational Procedure Taking Order. This research using the data analysis technique including observation, interviews, documentation, and literature study.

The result of this research is the server need to learn more about the Standard Operational Procedure Taking Order and implementing the SOP to make the task of the server more easier. The services who given to the guest can be improve if the server obey and implementing the Standard Operational Procedure.

Keyword : SOP, Taking Order, Server, Restaurant