

INTISARI

Pelayanan menjadi suatu hal yang sangat penting di Departemen *Food and Beverage Service* di Paprika Restoran, Karena sukses atau tidaknya hotel tergantung pelayanan yang diberikan kepada tamu. Maka dari itu dibuatlah SOP (Standar Operasional Prosedur) yang bertujuan untuk membuat pelayanan lebih terorganisir, sehingga berjalan dengan lancar tanpa kendala, Juga membuat tamu lebih nyaman.

Cara penelitian tentang *Food and Beverage knowledge* ini dilakukan dengan praktek langsung ke lapangan dan juga dengan *training* yang diberikan oleh staff senior di Paprika Restaurant.

Hasil penelitian bahwa Standar Operasional Prosedur (SOP) di Paprika Restaurant The Phoenix Hotel Yogyakarta telah memiliki standar pelayanan dan telah diterapkan. Hal ini dapat dilihat secara langsung dalam operasional kerja waiter/waitress.

Kata kunci : Standar Operasional Prosedur (SOP), Hotel, Restoran.

ABSTRAK

Service hold an important role in the Food and Beverage Service Departement Paprika Restaurant, because the succes of fairlury of the hotel depans on the service which are give to the guests. Therefore the hotel makes an standart operational procedure (SOP) aims to make the service more organized, so it can operated well with out troubles, an also to make the guests more comfortable.

The writing method of the final report have done by direct field practice and training which is given by senior staff at Paprika Restaurant.

The result showed that Standart Operational Procedure (SOP) in Paprika Restaurant The Phoenix Hotel Yogyakarta has already had standart service and has been applied. It can be seen directly from the operational work of waiters or waitresess.

Keywords : Standart Operational Procedure (SOP), Hotel, Restaurant.