INTISARI

Untuk menciptakan kepuasan tamu diperlukan pelayanan yang sesuai *Standart Operational Procedure (SOP)* agar pelayanan yang dilakukan *waiter* dan *waitress* dapat berlangsung secara konsisten. Kompetensi seorang *waiter* dan *waitress* tercermin dalam : penampilan, kebersihan, keramahan, kerapian dan mengerti maksud dan tujuan tamu.

Tujuan penulisan adalah mengetahui SOP pelayanan di Restoran Chandra Puri Artha Hotel dan mengetahui kendala apa saja dalam menerapkan SOP di Restoran Chandra dan cara mengatasinya. Hasil penelitian menggunakan metode pengumpulan data meliputi observasi, wawancara, dan studi pustaka.

Kesimpulan dari penelitian ini adalah bahwa tamu merasa cukup puas dan dinilai sudah cukup baik dalam pelayanan *waiter* dan *waitress,* serta telah memenuhi SOP pelayanan *waiter* dan *waitress* dan melaksanakan tugas dan tanggung jawab dengan baik. Semua kendala yang ada di Restoran Chandra dalam penerapan SOP pelayanan *waiter* dan *waitress* dapat diatasi tanpa mengganggu penerapan SOP pelayanan di Restoran Chandra.

Kata kunci: SOP, restoran, *waiter*/*waitress*

ABSTRACT

To create guest satisfaction required services that meet Standard Operational Procedure (SOP) for services performed waiter and waitress can take place consistently. Competence of a waiter and waitress is reflected in: appearance, cleanliness, friendliness, tidiness and understand the intent and purpose of guests.nm

The purpose of writing is to know the SOP services in Chandra Restaurant Puri Artha Hotel and determine any obstacles in implementing SOP in Chandra Restaurant and how to overcome them. The results using data collection methods include observation, interview, and literature study.

The conclusion from this study is that guests feel quite satisfied and considered good enough in service waiter and waitress, and is in compliance SOP waiter and waitress services and carrying out the duties and responsibilities well. All the obstacles that exist in the application of SOP Chandra Restaurant waiter and waitress service can be resolved without disturbing the application of SOP services in Chandra Restaurant.

Keywords: SOP, restaurant, waiter/waitress