

JUDUL : *STANDARD OPERATION PROCEDURE PADA DEPARTMENT FOOD AND BEVERAGE SERVICE HOTEL SWISS-BELINN MANYA SURABAYA*

Nama: Poppy Paramita
Jurusan Program Studi : Manajemen
Pembimbing I : Siti Rahayu, S.E., M.M
Pembimbing II : Adi Prasetyo Tedjakusuma, B.Bus., M.Com

ABSTRAK

Laporan Kerja Lapangan ini bertujuan menggambarkan analisis *standard operation procedure* pada *department food and beverage* Hotel Swiss-Belinn Manyar Surabaya. Hotel Swiss-Belinn Manyar Surabaya berada dibawah naungan Swiss-Belhotel *Intenational Management Limited*. Hotel Swiss-Belinn Manyar Surabaya merupakan bagian dari 36 hotel yang telah dikelola di seluruh Indonesia sampai saat ini. Hotel Swiss-Belinn Manyar Surabaya dimiliki oleh PT. Tjandra Lestari sebagai hotel bintang 3 bertaraf Internasional yang pertama di wilayah Surabaya Timur. Salah satu layanan yang diberikan hotel berupa layanan food and beverage yang terbagi menjadi 2 jenis, yaitu food and beverage product dan food and beverage service. Keberhasilan Hotel Swiss-Belinn Manyar Surabaya terletak pada kemampuan hotel dalam menerapkan *service quality* yang diukur dari *standard operational procedure* pada bagian *food and beverage service*. *Staff food and beverage service* dituntut selalu menjaga kualitas layanan dengan cara menerapkan seluruh *standard operational procedure*. Laporan kerja lapangan disusun untuk mendeskripsikan *staff food and beverage service* mengaplikasikan *service quality* dalam melayani tamu.

Berdasarkan pengamatan serta analisis selama 3 bulan melakukan *internship*, diketahui bahwa *staff food and beverage service* dapat memenuhi seluruh kondisi yang dituangkan dalam setiap dimensi *service quality*. Layanan di Hotel Swiss-Belinn Manyar Surabaya menunjukkan adanya kesesuaian antara teori *service quality* dengan layanan aktual yang diberikan oleh *staff* Hotel Swiss-Belinn Manyar Surabaya. Namun terdapat beberapa dimensi yang penerapannya kurang sempurna.

Kata kunci : *Standard Operation Procedure, Food and Beverage*

TITLE : STANDARD OPERATION PROCEDURE ON DEPARTMENT FOOD AND BEVERAGE SERVICE SWISS-BELINN HOTEL MANYAR SURABAYA

Name: Poppy Paramita

Discipline/Study Programme : Management

Contributor : Siti Rahayu, S.E., M.M and Adi Prasetyo Tedjakusuma, B.Bus., M.Com

ABSTRACT

This field work report aims to describe standard operation procedure on department food and beverage at Swiss-Belinn Hotel Manyar Surabaya. Hotel Swiss-Belinn Manyar Surabaya under the auspices of Swiss-Belhotel International Management Limited. Hotel Swiss-Belinn Manyar Surabaya is part of 36 hotels that have been managed throughout Indonesia until now. Hotel Swiss-Belinn Manyar Surabaya is owned by PT. Tjandra Lestari as the first international standard 3 star hotel in East Surabaya. One of the services provided by the hotel in the form of food and beverage service is divided into 2 types, namely food and beverage product and food and beverage service. The success of Hotel Swiss-Belinn Manyar lies in the hotel's ability to apply service quality as measured by the standard operational procedure in the food and beverage service section. Staff food and beverage service is required always maintain the quality of service by applying all standard operational procedures. Fieldwork reports are structured to describe food and beverage service staff applying service quality in serving the guests.

Based on the observation and analysis during 3 month the internship, it is kwon that the food and beverage staff meets the indicators contained in each dimensions in the service quality. Service in Hotel Swiss-Belinn Manyar Surabaya shows the match between theory of service quality with actual service given by food and beverage staff. However, there are some indicators that its application is not perfect.

Keywords : *Standard Operational Procedur, Food and Beverage*