

**PENERAPAN *STANDARD OPERATING PROCEDURE* PADA *FOOD AND BEVERAGE PRODUCT DEPARTMENT* BAGIAN ADMIN DI HOTEL SANTIKA *PREMIERE* GUBENG SURABAYA**

**Jihan Camilia**  
**Manajemen Layanan dan Pariwisata**  
**Dr. Erna Andajani, S.T., M.M., CRM**  
**Siti Rahayu, S.E., M.M**

**ABSTRAK**

Hotel Santika *Premiere* Gubeng Surabaya merupakan hotel berbintang empat yang terletak di Jalan Raya Gubeng 54, Surabaya. Hotel ini merupakan hotel ke empat yang dikelola oleh Santika Indonesia Hotels & Resorts di Surabaya yang diresmikan pada tanggal 22 Januari 2014. Laporan ini bertujuan untuk mengetahui dan mengamati mengenai *standard operating procedure* pada departemen *food and beverage product* bagian admin. Laporan kerja lapangan ini disusun dengan cara melakukan praktik kerja lapangan di Hotel Santika *Premiere* Gubeng Surabaya pada departemen *food and beverage product* bagian admin selama 2 bulan. Pengamatan selama melakukan praktik kerja lapangan akan digunakan untuk membahas lebih dalam mengenai *standard operating procedure* di Hotel Santika *Premiere* Gubeng Surabaya.

Berdasarkan pengamatan beserta pengalaman selama melakukan praktik kerja lapangan diketahui bahwa departemen *food and beverage product* di Hotel Santika *Premiere* Gubeng Surabaya khususnya pada bagian admin belum memiliki *standard operating procedure* yang mendukung. Terdapat beberapa hambatan saat melakukan pekerjaan admin, sehingga diperlukan adanya rekomendasi dan dilakukan perbaikan untuk kedepannya.

Kata kunci : *Food And Beverage Product Department, Standard Operating Procedure, Admin, Hotel Santika Premiere Gubeng Surabaya*

**APPLICATION OF STANDARD OPERATING PROCEDURE IN THE FOOD  
AND BEVERAGE PRODUCT DEPARTMENT ADMIN SECTION AT THE  
SANTIKA PREMIERE HOTEL GUBENG SURABAYA**

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**Dr. Erna Andajani, S.T., M.M., CRM**  
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**ABSTRACT**

*Hotel Santika Premiere Gubeng Surabaya is a four-star hotel located on Jalan Raya Gubeng 54, Surabaya. This hotel is the fourth hotel managed by Santika Indonesia Hotels & Resorts in Surabaya which was inaugurated on January 22, 2014. This report aims to identify and observe the standard operating procedures in the admin section of the food and beverage product department. This field work report was prepared by conducting field work practices at the Santika Premiere Gubeng Hotel Surabaya in the admin section's food and beverage product department for two months. Observations during fieldwork will be used to discuss more deeply about standard operating procedures at Hotel Santika Premiere Gubeng Surabaya.*

*Based on observations and experiences during field work practice, it was known that the food and beverage product department at Hotel Santika Premiere Gubeng Surabaya, especially in the admin section, did not yet have a standard operating procedure that supported it. There were several obstacles when doing the admin work. Therefore, recommendations were needed and improvements were made for the future.*

*Keywords: Food And Beverage Product Department, Standard Operating Procedure, Admin, Hotel Santika Premiere Gubeng Surabaya*