

EVALUASI PENERAPAN *STANDARD OPERATIONAL PROCEDURE*
PADA SBCo JW MARRIOTT HOTEL SURABAYA

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ABSTRAK

JW Marriott Hotel Surabaya merupakan salah satu properti milik Marriott International yang dikelola oleh PT. Ramasari Surya Persada. Food and beverage merupakan salah satu layanan yang diberikan oleh hotel kepada tamu. Pelayanan *food and beverage* sendiri menggunakan *standard operational procedure* sebagai panduan kegiatan operasional. Para pekerja yang berada pada departemen *food and beverage* tentu mengupayakan supaya pelayanan yang diberikan dapat sesuai dengan *standard operational procedure* yang ada. Beberapa kondisi membuat *standard operational procedure* masih belum dapat dilaksanakan dengan baik. Berdasarkan observasi selama kegiatan praktek kerja, beberapa *standard operational procedure* pelayanan telah optimal namun terdapat juga yang masih belum optimal maka untuk kedepannya masih harus terus ditingkatkan agar dapat lebih optimal.

Kata kunci : *Standard Operational Procedure, Food and Beverage, Food and Beverage Service*

*EVALUATION APPLICATION STANDARD OPERATIONAL PROCEDURE AT
SBCo JW MARRIOTT HOTEL SURABAYA*

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ABSTRACT

JW Marriott Hotel Surabaya is one of the Marriott International properties managed by PT. Ramasari Surya Persada. Food and Beverage are one of the service that hotel gives to guest. The food and beverage service itself using standard operational procedure as a guide to operations. Workers at food and beverage service department always give their best so the service that they give to guest consistent same as standard operational procedure. Some condition make that standard operational procedure can't do well by workers. Based on observation during internship, some standard operational procedure service already optimal but there's also standard operational procedure not optimal yet so in the future have to more improve.

Keywords : Standard Operational Procedure, Food and Beverage, Food and Beverage Service