

RANCANGAN *STANDARD OPERATION PROCEDURE* (SOP) CAFE
KHENDI PITOE PARK SELOTAPAK

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ABSTRAK

Laporan Kerja Lapangan ini disusun memiliki tujuan untuk menggambarkan analisis *standard operation procedure* (SOP) pada cafe wisata Khendi Pitoe Park. Wisata Khendi Pitoe Park memiliki pemandangan yang sangat indah, pemandangan yang berasal dari persawahan yang cukup luas dan pegunungan yang indah. Dari beberapa layanan berwisata yang diberikan wisata Khendi Pitoe Park salah satunya berupa layanan cafe. Layanan cafe merupakan salah satu yang penting juga dalam beroperasinya wisata Khendi Pitoe Park, sehingga karyawan cafe pada wisata Khendi Pitoe Park dituntut untuk selalu bekerja dengan tetap menjaga kualitas layanan maupun makanan yang diberikan kepada pengunjung sesuai dengan *standard operation procedure* (SOP) yang telah diterapkan. Berdasarkan pengamatan serta menganalisa selama 4 bulan melakukan praktek kerja lapangan, hasil yang didapatkan bahwa beberapa karyawan cafe Khendi Pitoe Park dapat memenuhi beberapa factor yang dapat mempengaruhi *service quality*. Layanan karyawan cafe Khendi Pitoe walaupun sudah menunjukkan layanan yang memenuhi factor *service quality* namun perlu adanya beberapa perbaikan untuk dapat menjadi lebih optimal.

Kata Kunci : Wisata Khendi Pitoe Park, *Standard Operation Procedure*, *café*

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ABSTRACT

This Field Work Report was prepared for the purpose of describing the standard operation procedure (SOP) analysis at the Khendi Pitoe Park tourist café. The Khendi Pitoe Park Tour has very beautiful views, views that come from quite extensive rice fields and beautiful mountains. Of the several tourist services provided by the Khendi Pitoe Park tour, one of them is café service. Café services are also one of the important things in the operation of the Khendi Pitoe Park tour, so café employees at the Khendi Pitoe Park tour are required to always work while maintaining the quality of service and food provided to visitors in accordance with the standard operation procedure (SOP) that has been implemented. Based on observations and analysis during 4 month of field work practice, the result obtained were that some employees of the Khendi Pitoe Park café could fulfil several factors that could affect service quality. The services of the employees of the Khendi Pitoe Café, although they have shown services that meet the service quality factor need some improvements to be more optimal

Keywords: *Khendi Pitoe Park Tourism, Standard Operation Procedure, café*