

ABSTRAK

“*Standard Operating Procedure* (SOP) adalah salah satu acuan dalam melakukan segala kegiatan pekerjaan yang sudah sesuai dengan aturan yang ada pada Hotel Royal Jember terutama di Ruby Restaurant. Tugas Akhir ini memiliki tujuan ialah untuk mengetahui SOP yang ada di Royal Hotel N’ Lounge Jember khususnya di *Ruby Restaurant* sudah berjalan baik atau belum. Metode pengumpulan data yang dilakukan pada penelitian ini adalah observasi, wawancara dan dokumentasi yang selanjutnya dianalisis dengan analisis deskriptif dan analisis SWOT. Berdasarkan hasil dan pembahasan bahwa penerapan SOP di Ruby Restaurant Royal Hotel N’ Lounge Jember telah dilaksanakan dengan cukup baik, yang meliputi SOP menangani Breakfast, SOP menangani Menu Ala Carte’ saat Lunch/Dinner, SOP menangani Room Service.

Kata kunci : Restoran, Waiter & Waitress, Standar Operasional Prosedur

ABSTRACT

“The Standard Operating Procedure (SOP) is one of the references in carrying out all work activities that are in accordance with the existing rules at the Royal Jember Hotel, especially at Ruby Restaurant. This final project has the aim of knowing the SOPs at Royal Hotel N' Lounge Jember, especially at Ruby Restaurant, have been running well or not. Data collection methods used in this study were observation, interviews and documentation which were then analyzed by descriptive analysis and SWOT analysis. Based on the results and discussion that the implementation of SOPs at Ruby Restaurant Royal Hotel N' Lounge Jember has been carried out quite well, which includes SOPs for handling Breakfast, SOPs for handling Ala Carte Menus during Lunch/Dinner, SOPs for handling Room Service.

Keywords : *Restaurant, Waiter & Waitress, Standard Operating Procedure*

