

## ABSTRAK

Laporan Tugas Akhir Ini berjudul Standar Pengolahan Produk *Puff pastry* Pada Wrap And Go Di Hotel Four Points By Sheraton Surabaya. Tujuan Penulisan ini untuk mengetahui standar pengolahan produk puff pada wrap and go di hotel four points by Sheraton Surabaya. Dalam penulisan tugas akhir ini menggunakan metode pengumpulan data dengan wawancara, observasi, dokumentasi. Data yang diperoleh kemudian dianalisa menggunakan teknik deskriptif, dengan melakukan pengamatan langsung pada kegiatan saat operasional hotel. Standar yang baik merupakan faktor pendukung dari kualitas produk yang baik pada hotel bintang 4 seperti Four Points By Sheraton Surabaya. Hasil penelitian menunjukkan ada kendala saat pengolahan *puff pastry* yang mempengaruhi bentuk dan tekstur kurang bagus.

Kata Kunci : *Puff pastry, standart*



## ABSTRACT

*This Final Project Report is entitled Processing Standards for Puff pastry Products in Wrap And Go at the Four Points Hotel By Sheraton Surabaya. The purpose of this writing is to find out the standard processing of puff products in wrap and go at the four points by Sheraton Surabaya hotel. In writing this final project using data collection methods by interview, observation, documentation. The data obtained was then analyzed using descriptive techniques, by making direct observations on the activities during hotel operations. Good standards are a supporting factor for good product quality at 4-star hotels such as Four Points By Sheraton Surabaya. The results showed that there were problems when processing puff pastry which affected the shape and texture which were not good.*

*Keyword : puff pastry, standart*

