

ABSTRAK

Tugas Akhir ini berjudul “Penerapan *Standart Operational Procedure (SOP)* Pramusaji Dalam Melayani *Breakfast* Saat *Pandemic Covid-19* Di *Intercontinental Bali Resort*”. penulisan tugas akhir ini bertujuan untuk mengetahui peranan pramusaji pada saat *breakfast* di *Intercontinental Bali Resort* sehingga dapat dilakukan peningkatan kinerja. Metode analisis data dengan metode analisis deskriptif menggunakan pengamatan langsung. Hasil dari penelitian adalah Pramusaji memiliki tiga peran dalam melaksanakan tugas dan tanggung jawabnya yaitu *pra breakfast*, *on breakfast*, dan *pasca breakfast*. 1) *Pra breakfast* pramusaji memiliki tugas melakukan *Preparation Area*, Penerapan Protokol Kesehatan, *Checklist* Kebersihan, Refil makanan & minuman, *Cateleries*, serta *tissue*, Koordinasi dengan dapur, serta Menyambut Tamu. 2) Saat *on breakfast* pramusaji mempunyai tugas untuk *Clear Up Area*, Pengaturan Jarak Sosial, Pembersihan dan Sanitasi, Pelayanan Tanpa Kontak Langsung, Memberikan Informasi dan Edukasi, serta Pengelolaan Waktu, dan 3) *Pasca breakfast* pramusaji bertugas untuk *Clear Up Area Breakfast*, *Setting* Meja Dan Kursi, Mengisi Kembali Perlengkapan Untuk Sesi Berikutnya, Melayani *Alacarte* dan *Room Service*, *Prepare Lunch*, seta Evaluasi sebelum pergantian *shift*.

Kata kunci: Peranan, Pramusaji, *Breakfast*, *Pandemi Covid-19*

ABSTRACT

This final assignment is entitled "Implementation Of Standard Operational Procedure (Sop) For Services In Serving Breakfast During The Covid-19 Pandemic At Intercontinental Bali Resort". The purpose of writing this final assignment is to determine the role of waiters at breakfast at the Intercontinental Bali Resort so that performance can be improved. The data analysis method uses a descriptive analysis method using direct observation. The results of the research are that waiters have three roles in carrying out their duties and responsibilities, namely pre breakfast, on breakfast and post breakfast. 1) Pre-breakfast waiters have the task of carrying out Area Preparation, Implementing Health Protocols, Cleanliness Checklists, Refilling food & drinks, Catereries and tissues, Coordinating with the kitchen, and Welcoming Guests. 2) During breakfast, the waiter has duties to clear up the area, regulate social distance, cleaning and sanitation, service without direct contact, provide information and education, and time management, and 3) after breakfast, the waiter is tasked with clearing up the breakfast area, setting tables. And Chairs, Replenishing Equipment for the Next Session, Serving Alacarte and Room Service, Preparing Lunch, and Evaluation before changing shifts.

Keywords: Role, Waiter, Breakfas, Pandemci Covid-19

