

ABSTRACT

This research aims to identified and analyze the performance staff of the Division pastry Harris Hotel Batam Center. In carrying out opresional Harris Hotel Batam center has four departments, one of which food and beverage product (FBP). In the FBP is divided into three, that is the Hot kitchen, Cold Kitchen and Pastry. The Division of the Pastry is one part of the kitchen that served in making cakes,breads and dessert, pastry division every day should produce a wide range of cakes, dessert and various types of bread for Breakfast, Lunch and Dinner. The methods I'am used in to this research is Qualitative and data collection I'am used is interviews, documentation and observation at Harris Hotel Pastry Division Batam Center for 6 months, besides that I also did literature study. As long as the author of the research, the author finds problems in employee performance results in the pastry, the writer often saw the performance Division of pastry does not comply with the standard. The results of this research it is known that the performance Division pastry unfavourable, it is because three factor that is organisation fctor, individual factor and Physicology Factor.

Keywords: performance Staff, Pastry,Harris Hotel Batam Center