

ABSTRACT

Each all certainly have standard operating procedures in a structured and clear , one of them is the Hotel Aryaduta Manado . The importance of operational standards in Aryaduta Manado is to provide a quality service in serving guests . Services of the Hotel Aryaduta Manado , namely banquet breakfast most jamuannya is processed pastry but in practice there are many pastry products which are not in accordance with standard procedures . In this final project will be discussed on the standard operating procedures of processing continental and oriental pastry products in Aryaduta Manado and about things - things that concerned with the determination of the quality of pastry products based on the job training for approximately 6 months . So find the root cause and how to fix it.

Keywords: Quality, SOP, Evaluation