

## ABSTRACT

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*At the hotel, a banquet is one part of the F & B Department that is responsible for handling any kind of party or banquet activities organized by a committee or other party who has placed orders to the hotel. Banquet has an important role in the event of service hosting services held by the hotel. For the service, the banquet management certainly has a Standard Operating Procedures (SOP) that have been determined to be a reference in carrying out the task as an employee in the work. However, in practice some of the waiter / waitress trainee Nilai Springs Resort Hotel Malaysia does not implement the applicable SOP so the worker with one another does not do the work that is harmonious and cause delay in work. The purpose of this Research is to study carefully the Standard Operating Procedures (SOP) that have been certified by the Banquet F & B Departement of Nilai Springs Resort Hotel with its implementation in the work practice, and any factors affecting the implementation. This research uses qualitative research method with data collection technique through observation method, literature study and interview conducted for 5 months at Nilai Springs Resort hotel. The results of this study indicate that the implementation of the SOP policy and practices carried out at Banquet Nilai Springs Resort Hotel has not been carried out properly while in understanding the SOP the waiter trainees still have not followed the existing Standard Operating Procedures for that SOP needs to be re-created that are flexible towards trainees and training on the SOP.*

*Keywords: Banquet, Standard Operating Procedure (SOP), Implementation*

