

ABSTRACT

Angsana Bintan is one of the resort under the auspices of Laguna Bintan located on Jalan Teluk Berembang, Laguna Bintan, Lagoi, Bintan, Riau Island, Indonesia. Angsana Bintan has a main restaurant namely Lotus Cafe which provides breakfast, lunch, dinner as well as room dining services. In serving guest, Lotus Cafe has a Standard Operating Procedure (SOP) that must be carried out by waiter/waitress on duty including at the time of Taking Order. The purpose of the study was to determine whether the waiter/waitress runs the Standard Operating Procedure (SOP) that has been set. The research method use as qualitative research with data collection techniques through observation, questionnaires, pustaka studies, interview.

Keyword : Restaurant service, Standard Operating Procedure (SOP) , Taking Order