

## **ABSTRACT**

*BandarLampung is the capital of Lampung province which is the gateway to the island of Sumatra. BandarLampung there are several hotels with views and the value of their respective privileges. One of the five-star hotels in BandarLampung is the Sheraton Hotel Lampung, which has a restaurant facility called Pandan Wangi Restaurant. Sheraton Hotel Lampung Restaurant Manager has a desire to provide the best service for guests. However, during the course of carrying out the task, the author often finds discrepancies between the wishes and the implementation that often occurs, such as serving guests who are not in accordance with the Standard Operating Procedure (SOP), and a lack of understanding of the Standard Operating Procedure (SOP) at the Sheraton Hotel Lampung Restaurant. This is the background of the author to take this Final Project with the title Restaurant Operational Review at Sheraton Hotel Lampung.*

*The formulation of the problem that the author encountered was How the Standard Operating Procedure (SOP) at the Sheraton Hotel Lampung Restaurant and how the SOP was implemented. The purpose of this study was to determine the Standard Operating Procedure (SOP) at the Sheraton Hotel Lampung Restaurant and the application of the Standard Operating Procedure (SOP) at the Sheraton Hotel Lampung Restaurant. This study uses a qualitative method with a descriptive study. This research was conducted using informants (resources), as well as data collection through library research and field studies. From the results of this research, it can be said that in providing services to guests, the Standard Operating Procedure (SOP) has not been activated optimally. In addition, due to the COVID-19 pandemic, the Sheraton Lampung Restaurant has reduced several operational procedures in order to maintain the safety and comfort of guests.*

*Keywords: Hotel, Restaurant, Standard Operating Procedure*