

ABSTRACT

This study discusses the standard operating procedures in the kitchen pastry department at the Sheraton Grand Jakarta Gandaria City Hotel and also how the application of standard operating procedures applies to the kitchen pastry department at the Sheraton Grand Jakarta Gandaria City Hotel. Therefore, author wants to examine how the standard operating procedures exist and how the application of the applicable standard operating procedures is, because author often encounter inconsistencies between the standard operating procedures that have been established and the applied standard operating procedures. This research was conducted with a qualitative research method with a descriptive study. From the results of this study, author hoping that it can be accepted and used properly by the community

Key Words: Pastry, Sheraton Grand Jakarta Gandaria City Hotel, Standard Operating Procedures