

ABSTRACT

The geographical location of the city of Bandung is very strategic as a support for tourism needs in the area around the city of Bandung, such as the need for lodging, namely hotels. In 2017 Fox Harris City Center merged with Tauzia a 4 star hotel and entered the list of Mid Scale properties . Hotel Fox Harris City Center Bandung has a Food and Beverage Service Department which is one of the departments in the hotel that focuses on food and beverage service to achieve customer satisfaction. Standard Operational Procedure is a system that is structured to facilitate, tidy, and order work. SOPs applied by employees at Hotel Fox Harris City Center Bandung such as uniforms, work schedules, and rules. This application is carried out by every employee of the Food and Beverage Service Department at Hotel Fox Harris City Center Bandung so that the quality of service provided remains excellent.. Things that can be done from observations and research on operational reviews of the Food and Beverage Service Department at Hotel Fox Harris City Center Bandung are maintaining the quality of SOPs, giving confirmation to all employees, and providing dishwashing for glass.

Keywords : Standard Operating Procedures, Food and Beverage Service Department, Fox Harris City Center Hotel Bandung.