

ABSTRACT

This study discusses how the standard operating procedures at the Pastry & Bakery department at the Hilton Bandung and also how the application of standard operating procedures applies to the Pastry & Bakery department at the Hilton Bandung. Therefore, the author wants to examine how the standard operating procedures exist and how the application of the applicable standard operating procedures is because the authors still find many errors and inconsistencies between the standard operating procedures that have been established and the applicable standard operating procedures. This research was conducted using a qualitative research method with a descriptive study. From the results of this study, the authors hope to be accepted and utilized properly by the community.

Key Word: Pastry & Bakery, Hilton Bandung , Standard Operating Procedures