

## ***ABSTRACT***

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*The background of this research was that there were complaints from guests at the Samara Hotel Grand Ambarrukmo Yogyakarta restaurant regarding waiters who did not immediately clear-up dirty dishes at the guest table and did not offer tea or coffee to all guests. This study aims to determine standard operating procedures and how they are implemented. The theory used in this study is the theory of food and beverage service from Mertayasa (2012) and the theory of standard operating procedures from Ekotama and Suryono (2015). This study uses a qualitative method with a descriptive study. Data collection is done by literature study, observation, interviews, and documentation. Then the data that has been obtained is analyzed using qualitative analysis to get conclusions according to the title raised. The results of this study can be concluded that the Samara restaurant SOP has not been compiled in the form of a book as a guide that is owned by every waiter and the application of standard operating procedures set at Samara restaurant has been implemented in accordance with established operational standards but there are certain factors that cause part of the procedure stage be missed.*

*Keywords: Food and Beverages Service, Standard Operating Procedure*