

ABSTRACT

The location of Tasikmalaya City is said to be strategic because it is located on the main route that connects the Bandung area with the East Priangan and Central Java regions and connects Garut Regency, Ciamis Regency and its surroundings. Tasikmalaya City became the center of government activities for the East Priangan region. This has an impact on the progress of the MICE tourism industry or commonly known as the event. Therefore, the Tasikmalaya City government is improving infrastructure to support the MICE industry by granting permits for the construction of hotels in Tasikmalaya City. The development of tourism and mice industry in Tasikmalaya City has a major impact on the hotel industry as a provider of lodging accommodation services and meeting places, one of which is the Tasikmalaya Horizon Hotel. This study discusses the application of standard operating procedures for the Department of Food and Beverage Service at the Horison Tasikmalaya Hotel.

This study aims to determine the standard operating procedures and their application at the Horison Tasikmalaya Hotel, especially in the Department of Food and Beverage Service. This strategy is carried out as a benchmark for the extent of the implementation of standard operating procedures of the Department of Food and Beverage Service and as a reference for the implementation of standard operating procedures of the Department of Food and Beverage Service. The methodology used for this study is a qualitative methodology, which is supported by documentation observation data, and interviews. It is hoped that the results of this research can be well received, both in the industrial environment and in the community.

Keywords: Standard Operating Procedures, Food and Beverage Service, Hotel Horison Tasikmalaya.