

ABSTRACT

Hotels are accommodation facilities that provide facilities and services to hotel guests or visitors. In addition to rooms, hotel guests also need food and drinks. Food & Beverage Service is the part in charge of providing services regarding food and beverages. This research was motivated by the author's curiosity about the Standard Operating Procedure (SOP) at the Lobby Lounge JW Marriott Hotel Surabaya to find out the reasons behind the many positive reviews on the Tripadvisor website. The purpose of this study is to determine the standard operating procedure and its implementation at the Lobby Lounge JW Marriott Hotel Surabaya. The research methodology used by the author in this study is a qualitative descriptive method and data collection techniques with literature studies and field studies. The results of this study are descriptions of the standard operating procedure and the implementation of standard operating procedures at the Lobby Lounge JW Marriott Hotel Surabaya.

Keywords: Standard Operating Procedure (SOP), Hotel, Food and Beverage Service