

ABSTRACT

Standard Operating Procedures (SOP) have a significant role in the industry, one of which is the Hospitality industry. SOP is a written instruction that the industry must implement to ease the work. This study was conducted to determine and analyze the Standard Operating Procedures (SOP) application at Grand Tebu Hotel Bandung. The research uses the qualitative method with data collection techniques and data analysis. The author conducted research observations for 6 months and conducted interviews with 2 informants. The results of the study explain that the SOP at Grand Tebu Hotel Bandung applies to the duties and responsibilities of employees. The SOP at Grand Tebu Hotel has been implemented well. However, there are some difficulties in the SOP for storing raw materials, especially for the FIFO system, due to the lack of communication between shifts and trainee's lack of understanding and knowledge at Grand Tebu Hotel Bandung, which causes the FIFO implementation to be less than optimal. Therefore, it is necessary to understand the SOP and the importance of the FIFO system for storing food raw materials to maintain quality.

Keywords: Standard Operating Procedure, First In First Out, Kitchen