

## ABSTRACT

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*Hotel De Braga by Artotel Bandung is a 4-star hotel located on Jalan Braga Bandung, De Braga by Artotel Bandung is under the auspices of the Artotel Group. The researcher himself conducted this study in the section of the pastry department for 6 months. During the research in the pastry department of De Braga by Artotel Bandung, researchers experienced several problems that were faced, namely about the existing standard operating procedures, ranging from ovens that were not well maintained and the accumulation of utensil items that had been used that were not re-contained.*

*The formulation of the problem that will be discussed in this study is to find out how the standard operating procedures in the pastry department at Hotel De Braga by Artotel Bandung and also how to implement standard operating procedures in the pastry department at Hotel De Braga by Artotel Bandung. The purpose of this study is to answer the formulation of the problem. This research was conducted using qualitative research methods with descriptive studies, using data collection techniques in the form of observation, interviews and documentation then analyzed by providing conclusions and suggestions according to the author. Based on the results of this study, it is hoped that it can be used as a guide for study materials regarding hotel standard operating procedures.*

*Keywords: Pastry and bakery, De Braga by Artotel, Standard Operating Procedures*