

## ABSTRACT

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The tourism industry currently has a major role in helping to improve the economy, especially for the Indonesian economy. This is evidenced that several tourism sectors are experiencing rapid growth and development which is able to encourage other sectors to develop, one of which is the hotel accommodation sector. Just as the city of Bandung, besides being known as Paris Van Java, is also known as a tourist destination that is in great demand, the hotel accommodation sector is also experiencing development. The city of Bandung has various types of hotels ranging from jasmine to five-star. Hotel accommodation is one of the promising businesses with large revenues from the income earned. The strategic location of Bandung City makes this city has supporting tourism needs in it, such as the number of lodging places or hotels. One of them is the one which was founded in 2016 as a 4-star hotel owned by the Archipelago hotel group, namely Aston Pasteur Bandung. Aston Pasteur Bandung has a Food and Beverage Service Department which is one of the departments in the hotel that focuses on food and beverage service to achieve customer satisfaction. Standard Operational Procedure is a system that is structured to facilitate, tidy, and order work. SOPs applied by employees at Aston Pasteur Bandung such as uniforms, work schedules, and rules. This application is carried out by every employee of the Food and Beverage Service Department at Aston Pasteur Bandung so that the quality of service provided remains excellent. Things that can be done from observations and research on operational reviews of the Food and Beverage Service Department at Aston Pasteur Bandung are maintaining the quality of SOPs, giving affirmation to all employees to follow all applicable SOPs.

*Keywords : Standard Operating Procedures, Food and Beverage Service Department, Aston Pasteur Hotel Bandung*