

ABSTRACT

This study discusses the operational standards of service at the Grand Tjokro Hotel Yogyakarta. The author conducted this research because the service at the Grand Tjokro Yogyakarta hotel can be very satisfying for guests who come. The role of Food and Beverage is a department in a hotel in charge of providing and processing food and beverages for hotel guests. In the field of food and Beverage services, such as service, main kitchen, cold kitchen, hot kitchen and pastry. Among them are in charge of providing good service to guests to get quality service in the food and beverage section. The goal is to find out how to apply operational standards and the problems faced by waiters and waitresses in the food and beverage service section. The research method used is qualitative, descriptive qualitative, data collection, through interviews, observation and literature study. The results of this study indicate that the operational standards at the Grand Tjokro Yogyakarta hotel are very good and the existing staff is able to improve service so that guests feel satisfied when served.

Keywords: Service, Standard Operational Procedure, Food And Beverage service