

ABSTRAK

penelitian ini dilatar belakangi oleh obeservasi yang menunjukkan Cirebon adalah salah satu kota yang berada di provinsi Jawa Barat, Indonesia. Kota ini berada di pesisir Utara pulau Jawa atau yang dikenal dengan jalur pantura yang menghubungkan Jakarta-Cirebon-Semarang-Surabaya. Patra Cirebon Hotel & Convention adalah salah satu hotel bintang empat di Cirebon dan terletak di lokasi yang strategis sebagai tempat singgah, Patra Cirebon & Convention juga sering digunakan sebagai tempat konferensi, seminar, lokakarya, meeting, resepsi dan pernikahan. Rumusan masalah: Bagaimana peran Standard Operating Procedure waiter restaurant di Hotel Patra Cirebon, Bagaimana penerapan Standard Operating Procedure waiter restaurant di Hotel Patra Cirebon. tujuan yang hendak dicapai pada penelitian ini antara lain :Mengetahui Standard Operating Procedure waiter restaurant di Hotel Patra Cirebon, Mengidentifikasi Standard Operating Procedure waiter restaurant di Hotel Patra Cirebon. Penelitian ini menggunakan metode kualitatif dengan studi deskriptif Setelah observasi dilakukan penulis menyusun ke dalam proyek akhir. Data yang diperoleh dalam lapangan ditulis dalam bentuk uraian atau laporan yang terperinci. Laporan-laporan itu perlu direduksi terus bertambah, dirangkum, dipilih hal-hal yang pokok, difokuskan pada hal yang penting, dicari tema atau polanya. Pentingnya seorang waiter lebih memperhatikan tata kerja Standard Operating Procedure yang berlaku agar dapat memberikan kesan yang baik bagi hotel. Sistem kerja yang perlu ditingkatkan agar operasional dapat berjalan dengan efektif dengan rutin melakukan pelatihan sesuai dengan Standard Operating Procedure kepada staff maupun trainee. Berdasarkan hasil penelitian yang telah penulis lakukan tentang Standard Operating Procedure Waiter di Hotel Patra Cirebon penulis menyimpulkan, bahwa karyawan sudah mengetahui Standard Operating Procedure di restaurant trainee secara umum sudah mengetahui.

Kata Kunci : *Standard Operating Procedure, waiter, restaurant*

ABSTRACT

This research is motivated by observations which show Cirebon is one of the cities in the province of West Java, Indonesia. This city is located on the north coast of Java island or known as the pantura route that connects Jakarta-Cirebon-Semarang-Surabaya. Patra Cirebon Hotel & Convention is one of the four-star hotels in Cirebon and is located in a strategic location as a stopover, Patra Cirebon & Convention. Conventions are also often used as a place for conferences, seminars, workshops, meetings, receptions and weddings. Problem formulation: What is the role of the Standard Operating Procedure for waiter restaurant at Hotel Patra Cirebon, How is the Standard Operating Procedure for waiter restaurant at Hotel Patra Cirebon applied. The objectives to be achieved in this study include: Knowing the Standard Operating Procedure of the waiter restaurant at the Patra Hotel Cirebon, Identifying the Standard Operating Procedure of the waiter restaurant at the Patra Hotel Cirebon. This research uses a qualitative method with a descriptive study. The data obtained in the field are written in the form of a detailed description or report. The reports need to be reduced and continued to grow, summarized, selected the main things, focused on the important things, looking for themes or patterns. The importance of a waiter pays more attention to the working procedures of the applicable Standard Operating Procedure in order to give a good impression to the hotel. The work system that needs to be improved so that operations can run effectively by routinely conducting training in accordance with the Standard Operating Procedure for staff and trainees. Procedures at restaurant trainees are generally known. Waiters and trainees who work in restaurants learn every Standard Operating Procedure that applies at the Patra Hotel Cirebon restaurant. However, there are still waiters who make mistakes in providing services to guests at Pandansari Restaurant.

Keywords : Standard Operating Procedure, waiter, restaurat.