

## **ABSTRACT**

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*Standard Operating Procedure (SOP) is a crucial tool for ensuring consistency and efficiency in job execution, as well as maintaining the quality and effectiveness of services. Hyatt Regency Yogyakarta has established the SOP Handling Room Service by Phone to ensure high work standards. However, several challenges and lapses by waiters/waitresses have led to a decrease in guest satisfaction and an increase in complaints. This study aims to evaluate the implementation of the SOP Handling Room Service by Phone at Hyatt Regency Yogyakarta, focusing on identifying issues and analyzing adherence to the established procedures. Using a quantitative approach, the research involves data collection through a questionnaire distributed to 10 respondents and direct observation. The findings are expected to provide insights into SOP implementation, identify existing challenges, and suggest preventive measures to improve service quality and guest satisfaction.*

***Keywords: SOP, Waiter/Waitress, Handling Room Service by phone, Hyatt Regency Yogyakarta***