

ABSTRACT

Product inconsistency and operational inefficiency are crucial problems in the pastry kitchen of Hotel Mercure Padang, resulting from the absence of a written Standard Operating Procedure (SOP). This research aims to design, implement, and evaluate the effectiveness of an SOP as a standardized work reference for the division. The research method employed is a case study with a qualitative approach, encompassing participatory observation, interviews, and document design. The outputs of this study are SOP documents for flagship products and a daily operational checklist. The results from a limited three-week implementation trial show a significant improvement in production time efficiency, product quality consistency, and increased staff independence. This study concludes that the application of a written SOP is an effective solution for operational standardization and can serve as a reference for the hotel in improving work quality and staff training systems within the hospitality environment.

Keywords: SOP, Pastry, Hospitality