

ABSTRACT

This study aims to determine the role of the Pastry Section in supporting the quality of food products and identify the main tasks and responsibilities carried out by the pastry section at the Courtyard by Marriott Bandung Dago Hotel. The background of this study departs from the importance of the pastry kitchen function as part of hotel operations that directly contributes to the image and guest satisfaction through serving quality desserts. The research method used is a qualitative descriptive approach through direct observation and internship experience in the Pastry Section. The results show that the Pastry Section has a very important role in maintaining product quality, both in terms of taste, texture, and visual appearance, through the implementation of standard operating procedures (SOPs), standard recipes, and effective division of work tasks. In addition, the main responsibilities of this section include preparing raw materials, processing various types of pastry products such as cakes, cakes, and desserts, ensuring product availability for breakfast, lunch, coffee breaks, and special events, as well as maintaining the cleanliness and sanitation of the work area according to hotel standards. Thus, the presence and professionalism of the pastry team are important elements in supporting the success of Food & Beverage Product services at the hotel.