

ABSTRACT

This research is initiated by the need for the importance of implementing Standard Operating Procedures (SOPs) to support work effectiveness and efficiency in the hospitality industry, particularly in the Patisserie Department, which is responsible for the quality of dessert products. SOPs serve as a work guideline to ensure that all operational activities are carried out in accordance with established standards. The purpose of this study is to identify how SOPs are implemented in the Patisserie Department of Hotel Padma Bandung and to understand the process of their application in daily operations. This research employs a descriptive qualitative method, with data collected through observation and document study. It is expected that this study will provide an overview of the significance of SOP implementation in supporting operational performance and service quality in the hotel patisserie sector. Based on the research findings, it can be seen that although there is no formal SOP document, the staff are still able to carry out work procedures effectively; however, the absence of a written SOP may lead to irregularities and potential inconsistencies.

Keywords: standard operating procedures, implementation, patisserie department, hotel, Padma Hotel Bandung