



Implementation of Standard Operating Procedures of the Food and Beverage Department for Internship Students at Hotel Sotis Kupang

Christina Marianan Mantolas, Rully Saragi, Martarida Bagaihing, Semi Lorensman Keas
Tourism Departement, Politeknik Negeri Kupang
Kupang City, Indonesian
mantolaschristina@gmail.com

Abstract—This study aims to determine the delivery process and how to apply the Standard Operating Procedures in the Food and Beverage Department at the Sotis Kupang Hotel for street vendors. The research method is interviews and documentation as well as direct observation of the field or research location then presents the results of the observations in the form of research discussion. The research subjects were HRD staff, Food and Beverage Service managers, waiters, street vendor students at Hotel Sotis Kupang. Research method: This study used a qualitative descriptive analysis technique. In this case, the steps used are direct observation to the location, namely the Sotis Kupang Hotel, then observing the actual conditions, and being ready to conduct research. Results and Discussion, namely of the 9 standard operating procedures, there are 6 standard operating procedures that are implemented well, seen from the results of the interview conclusions, while the 2 standard operating procedures have not been implemented optimally as seating guests and clearing tables. Suggestions, there needs to be training in improving service capabilities in responding to guests, as well as the ability to quickly clean tables that have been used, so as to reduce or minimize things that are not pleasing to tau.

Keywords: implementation, standard operating procedures, dish management

I. INTRODUCTION

Along with the development of the tourism industry in NTT which is experiencing rapid progress, the tourism industry is increasingly receiving attention, especially from the government, namely that tourism can be relied on as the main source of income and foreign exchange for the country. East Nusa Tenggara (NTT) is targeted to become super premium tourism, which is one part of the development of Labuan Bajo as a super premium tourist destination starting in early 2020. Without tourism activities, the world of hospitality will not run and develop rapidly. Vice versa, tourism will not work if there are no hotels which are one of the supporting facilities of the world of tourism. Therefore, the world of tourism has a very close relationship with the hospitality industry. To improve services for the hotel industry, it requires many skilled employees in the hospitality sector who can work and serve tourists based on SOPs (Standard Operating Procedures). SOPs are not only for employees, but also apply to hotel study program students who carry out PKL (Field Work Practice) activities at hotels, this can be said to be a reference for carrying out operations in providing services to develop a hotel.

II. REVIEW OF LITERATURE

A. Definition of Standard Operating Procedures

[3] According to Moekijat (2008), SOP (Standard Operating Procedure) is a sequence of steps or work implementations, where the work is done, how to do it, when to do it.[4] According to Tjipto Atmoko (2011), SOPs are guidelines or references for carrying out work tasks in accordance with the functions and performance appraisal tools of government agencies based on technical, administrative and procedural indicators according to work procedures, work procedures and work systems in work units that are concerned. Based on several definitions of SOP according to experts, it can be concluded that SOP is a reference used to carry out work tasks that contain steps for carrying out work, where the work is done, how to do it, when to do it, and who does it.

B. Function and Purpose of SOP

The function of the SOP is as follows [5] According to Indah Puji (2014: 35), that is, facilitating the tasks of officers/employees or teams/work units, as a legal basis in the event of irregularities, clearly knowing the obstacles and easy to track, directing officers Disciplined employees at work and as a guide in carrying out routine work. While the purpose of the SOP is as follows [6] Indah Puji, 2014: 30), namely, to maintain consistency in the level of performance or certain conditions and where officers and the environment carry out certain tasks or jobs, as a reference in carrying out certain activities for fellow workers, and supervisors, to avoid failures or mistakes (thereby avoiding and reducing conflicts), doubts, duplication and waste in the process of implementing activities, are parameters for assessing service quality, to better ensure the efficient and effective use of personnel and resources, to explain the flow the duties, powers and responsibilities of the relevant officer, as a document that will explain and assess the implementation of the work process if an error or suspicion of malpractice and other administrative errors has occurred, so as to protect the hospital and officers, as

C. Dishes

Arrangement comes from the word system. Organize means to organize, arrange, or arrange. Meanwhile, food service means providing services or serving customers to meet their food needs. So, food arrangement and service is a way of arranging/arranging, decorating and serving food using the right tools and providing service when customers enjoy food at the dining table. [9] According to Mertayasa (2012:2) what is meant by food service is the part that has the main task of preparing and serving food and drinks to guests both in the hotel and outside the hotel. So, it can be concluded that the F&B Department is the department responsible for managing the food and drinks included with the service.

Functions and Objectives of Food Service Arrangement. Providing food and beverage services at the hotel is a must so that guests can have a comfortable and enjoyable stay at the hotel. The function of food arrangement and service is to fulfill guests' tastes so that they are satisfied with food and drinks, obtain reasonable

profits (guests are satisfied until they want to become regular customers), maintain and improve the good name of the restaurant and the image of the hotel. The aim of arranging and serving food is to arouse appetite, provide satisfaction, provide comfort, reflect good eating habits, strengthen family relationships, increase work efficiency (prevent wastage of energy and food).

Basic Principles of Food Arrangement and Service

1. Cleanliness
The main factor that is very important for restaurant customers to pay attention to is cleanliness, both of the place, room, environment, equipment and food and service staff.
2. Compatibility
The atmosphere of the dining area, equipment and decoration must be harmonious which will increase customers' appetite and loyalty.
3. Balance
The size of the room and careful selection of the furniture used will create balance and influence a comfortable atmosphere, thereby increasing customer loyalty.
4. The center of attention
A neat and clean food display is one of the attractions for customers. Apart from that, the arrangement of flower arrangements on the dining table also becomes the center of attention which creates enthusiasm and passion for appetite.
5. Precision
Proper placement of furniture will provide work comfort for service personnel. Also precise in creating the atmosphere that customers want, including in the presentation of food and the equipment used.
6. Beauty
A neat arrangement not only creates comfort but also creates beauty, especially if you add a flower arrangement in the middle of the table, thus providing natural freshness and creating an impression of romance.

D. SOUP Dishes

- a. Greetings
- b. Seating the guests
- c. Presenting the menu book
- d. Taking Order
- e. Placing Bill Order
- f. Serving Food and Beverage
- g. Bill system
- h. Thank you
- i. Clear Up

III. METHODS

This research is a research that uses qualitative research methods. In this case, the steps used are to make direct observations at the location, namely the Sotis Kupang Hotel, then observe the actual conditions, and be ready to conduct research.

IV. RESULT AND DISCUSSION

The results and discussion in this research were obtained through interviews with field work practice students, employees and managers. The data obtained is used as analysis material, so that answers to the problems that occur at the Sotis Kupang Hotel can be obtained.

The results of the interviews were obtained from 3 field work practice students, namely that the Hotel Sotis Kupang had not specifically implemented the SOP for serving food when they started their internship, field work practice students were only given a briefing once a week, they were also only reminded to groom well, The hotel also has complete trust in field work practice students, where the hotel assumes that the students already know many things related to applicable cooking SOPs.

The same statement was made by the food management manager, regarding the application of food service SOPs which had not been implemented properly for internship students, because they directly gave briefings to students who had been accepted for internships at the Sotis Kupang Hotel. They emphasize that the information provided during the briefing is included in the provision of information, namely the SOP for serving food which must and must be known by field work practice students, before carrying out tasks and responsibilities which have been entrusted or shared in accordance with applicable regulations.

Standard Operational Procedures that apply to the service system are: one of which is greetings, the results of the interviews showed that field work practice students have properly and maximally carried out their duties to greet guests well, with evidence of giving good greetings to guests when guests visit. restaurant, for the next stage is placing guests, field work practice students have not responded well when they see guests entering the restaurant, because they still look hesitant, nervous or not confident enough to invite guests in. In this case, placing guests well, to provide a menu book, The field work practice students' response was that they had done it well and in an orderly manner, they quickly handed over the menu book. This is a good part that needs to be improved. It cannot be denied that field work practice students still make mistakes or are not optimal in recording guest orders, there are even errors when guest orders are taking place due to problematic listening, lack of confirmation back to guests regarding guest orders. Bill orders that apply directly are carefully placed in the kitchen, so that guest menu orders can be processed. In serving food and drink, the field work practice students have done it well, they seem able to apply it because they have the knowledge gained during the catering course, many things have been learned and practiced related to service, for serving orders in a friendly manner, the field work practice students are directed by good to guests for paying for orders, so far they have been able to handle it well and with full responsibility, while saying thank you at the end of the meeting with guests they have done well, for cleaning the tables the field work practice students can do well.

Implementation of standard operational procedures is very important for field work practice students food and beverage service because it greatly influences the process and quality services that will be provided and received by guests. According to the results interviews were conducted with the cooking manager, management should do the following to improve it Food and beverage services are based on standard operating procedures, namely:

- a. Carrying out standard operational procedure briefings to field work practice students to help them understand the standard operating procedures that apply in hotels.

- b. Providing training for field work practice students before they work with the aim of the training, namely to help improve the abilities, knowledge and skills of field work practice students in doing his job.
- c. Improving and maintaining the implementation of standard operating procedures. The need to improve and maintain the implementation of standard operating procedures is the key to improving the quality of services to be provided. to guests.

V. CONCLUSION

Based on the results of data analysis, it can be concluded that the implementation of operational procedures for serving food at Sotis Hotel Kupang for field work practice students has not been carried out well, because of the 9 procedures, 2 are still not optimally carried out by field work practice students.

Recording guest orders that are not carried out optimally by field work practicum students can affect guest complaints. If they are not careful, the guest's order will be wrong, so that the guest will become angry and will not recommend the place to visit again, this will have an impact on less income.

There is no implementation of standard operational procedures for serving food for interns or field work practice, this will of course continue to be a mistake that will be made when students carry out field work practice at the Sotis Kupang Hotel, so this research will hopefully be able to provide input to the hotel related to existing results.

References

1. Atmoko, Tjipto. (2011). Standard Operating Procedures (SOP) and Performance Accountability of Government Agencies. Unpad, Bandung
2. Agus Mertayasa, I. G. (2012). Food & Beverage Service Operational Job Preparation. Bali: ANDI, Dhyana Pura University (Undhira).
3. Labor Management and Employment Relations, Pioner Jaya, Bandung
4. Atmoko, Tjipto. (2011). Standard Operating Procedures (SOP) and Performance Accountability of Government Agencies. Unpad, Bandung
5. Hartatik, Indah Praise. 2014. Smart Book for Creating Standard Operating Procedures. Flash Book: Jogjakarta
6. M. Young, The Technical Writer's Handbook. Mill Valley, CA: University Science, 1989. Regulation of the Minister of State for Administrative Reform Number: PER/21/M.PAN/11/2008 concerning Guidelines for Preparing Standard Operational
7. Procedures (SOP) for Government Administration
8. Regulation of the Minister of State for Administrative Reform Number: PER/21/M.PAN/11/2008 concerning Guidelines for Preparing Standard Operational Procedures (SOP) for Government Administration
9. Agus Mertayasa, I. G. (2012). Food & Beverage Service Operational Job Preparation. Bali: ANDI, Dhyana Pura University (Undhira).

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

