

**UPAYA MENJAGA KUALITAS PENGOLAHAN MAKANAN MELALUI  
PENERAPAN STANDAR OPERASIONAL PROSEDUR DI *FOOD  
PRODUCTION DEPARTMENT* DI HOLIDAY INN RESORT BARUNA  
BALI**

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**ABSTRAK**

Penelitian ini bertujuan untuk dapat mengetahui Standar Operasional Prosedur yang diterapkan di *Food Production Department* terkhusus pada bagian proses pengolahan makanan hingga menghidangkan makanan di Holiday Inn Resort Baruna Bali. Penelitian ini menggunakan penelitian deskriptif kualitatif didapat dengan metode wawancara, observasi, dan dokumentasi. Narasumber yang diambil yaitu karyawan hotel *Food Production* di Holiday Inn Resort Baruna Bali yaitu *Demi Chef Envy* dan juga *Chef De Partie*. Hasil dari penelitian tersebut yaitu (1) sistem penerapan Standar Operasional Prosedur dalam mengolah makanan yaitu mengenai proses pengolahan makanan yang dapat disajikan kepada tamu dengan dengan baik. (2) adanya kendala yang di dapat dalam memproses makanan yaitu terdapat kesalahan yang tidak disengaja dalam seasoning makanan tanpa tasting terlebih dahulu.

Kata kunci: Standar Operasional Prosedur, kualitas makanan, hotel.

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*This study aims to find out the Standar Operational Procedure applied in the Food Production Department, especially in the food processing section to serving food at the Holiday Inn Resort Baruna Bali. This research uses descriptive qualitative research obtained by interview, observation, and documentation methods. The resource persons taken were Food Production hotel staff at Holiday Inn Resort Baruna Bali, namely Demi Chef Envy and also Chef De Partie. The results of the research are (1) the application of SOP systems in food processing, namely regarding the food processing process that can be served to guests properly. (2) there are obstacles that can be obtained in processing food, namely there are unintentional errors in seasoning food without tasting first.*

*Keywords: Standar Operational Procedure, food quality, hotel.*