

**PELAKSANAAN SOP DI BAGIAN ROOM DINING PADA MASA PANDEMI DI
HOTEL COMO UMA CANGGU BALI**

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui SOP baru yang diterapkan department Food and Beverage Service khususnya di bagian Room Dining pada masa pandemi di Hotel COMO Uma Cangu. Penelitian ini menggunakan penelitian deskriptif kualitatif. Pengumpulan data didapat dengan metode wawancara, observasi dan dokumentasi. Narasumber diambil dari staff Hotel COMO Uma Cangu yaitu Manager Restoran, Supervisor Room Dining dan Staff di Room Dining. Hasil penelitian ini adalah (1) SOP baru yang diterapkan di bagian room Dining yaitu mengenai minimalisirnya jarak antara staff dan tamu dan kebersihan yang lebih diutamakan.(2) kendala apa yang dialami Room Dining adalah susahnya beradaptasi dengan peraturan-peraturan baru pada masa pandemic.

Kata Kunci : SOP, Pandemi, Room Dining

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ABSTRACT

This research aimed to find out the new SOP applied by the Department of Food and Beverage Service, especially in the Room Dining section during the pandemic at COMO Uma Canggu Hotel. This study used qualitative descriptive research. Data were obtained by interview, observation and documentation methods. Respondents were chosen from the staff of HOTEL COMO Uma Canggu, namely Restaurant Manager, Supervisor Room Dining and Staff in Room Dining. The result of this study is (1) the new SOP applied in the Dining room section is about minimalism of the distance between staff and guests and cleanliness that takes precedence. (2) room dining experience is the difficulty of adapting to new regulations during the pandemic.

Keywords : *SOP, Pandemic, Room Dining*