

**MANAJEMEN PENERAPAN SOP DI DEPARTEMEN FOOD AND  
BEVERAGE SERVICE SAAT PANDEMI COVID-19 DI SHANTI  
NATURAL PANORAMA VIEW HOTEL, BAR & RESTAURANT**

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**ABSTRAK**

Manajemen penerapan SOP di departemen food and beverage service pada pandemi covid-19 di Shanti Natural Panorama View Hotel, Bar & Restaurant. Artikel ini bertujuan untuk mengetahui manajemen penerapan SOP saat pandemic covid-19 pada department food and beverage service di Shanti Natural Panorama View Hotel, Bar & Restaurant yang berlokasi di Jl. Raya Desa Sambangan, Sambangan, Kec. Sukasada, Kabupaten Buleleng, Bali. Metode yang digunakan berupa deskriptif kualitatif yang diawali dengan pengumpulan data dari wawancara dan dokumentasi langsung ke hotel. Hasil pada penelitian ini memastikan bahwa teknik penerapan SOP pada department food and beverage service dimasa pandemi covid-19 bagi hotel, staff maupun training yang dilaksanakan dengan lancar dan dengan melaksanakan protokol kesehatan yang ditentukan pemerintah pada area kerja untuk para staff, training dan juga bagi tamu melalui penerapan protokol kesehatan seperti mengenakan masker, mencuci tangan dan selalu menjaga jarak.

**Kata Kunci :** SOP, Pandemi, Protokol Kesehatan

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**ABSTRACT**

*Management of SOP implementation in the food and beverage service department during the covid-19 pandemic at Shanti Natural Panorama View Hotel, Bar & Restaurant. This article aims to find out the management of SOP implementation during the covid-19 pandemic in the food and beverage service department at Shanti Natural Panorama View Hotel, Bar & Restaurant located on Jl. Raya Sambangan Village, Sambangan, Kec. Sukasada, Buleleng Regency, Bali. The method used is descriptive qualitative which begins with collecting data from interviews and documentation directly to the hotel. The results of this study ensure that the technique of implementing SOPs in the food and beverage service department during the covid-19 pandemic for hotels, staff and training is carried out smoothly and by implementing health protocols determined by the government in the work area for staff, training and also for guests. through the implementation of health protocols such as wearing masks, washing hands and always keeping a distance.*

**Keywords :** SOP, Pandemic, Health Protocol