

## ABSTRAK

Tujuan tugas akhir ini adalah untuk mengetahui bagaimana standar operasional prosedur sanitasi peralatan makan dan minum di Palapa *Coffee Shop* Hotel Grand Inna Tunjungan Surabaya. Penulis melakukan pengamatan terhadap standar operasional prosedur sanitasi peralatan makan dan minum di palapa coffee shop Hotel Grand Inna Tunjungan Surabaya. Penulis menarik kesimpulan bahwa dengan adanya *Standart Operasional Prosedur* pembersihan peralatan makan dan minum sangat membantu karyawan *Food and Beverage Department* untuk melaksanakan pekerjaan pencucian peralatan makan dan minum di restoran Palapa Coffee Shop sesuai dengan standar yang ditetapkan oleh hotel.

**Kata kunci** : Standar Operasional Prosedur, sanitasi, alat makan dan minum, restoran.

## **ABSTRACT**

The purpose of this final project is to find out how the standard operating procedures for sanitation of eating and drinking equipment at Palapa Coffee Shop Hotel Grand Inna Tunjungan Surabaya. The author observes the operational standards of sanitation equipment for eating and drinking equipment at the palapa coffee shop, Grand Inna Tunjungan Hotel, Surabaya. The author draws the conclusion that with the SOP cleaning the eating and drinking equipment greatly helps employees to carry out the work of washing food and drink equipment in the restaurant Palapa Coffee Shop in accordance with the standards set by the hotel.

**Keywords:** Standard Operating Procedures, sanitation, cutlery and drinks, restaurants.