

ABSTRAK

Tujuan penulisan tugas akhir ini adalah untuk mengetahui bagaimana standar operasional prosedur pelayanan Coffee Café Bar and Lounge di Mercure Hotels Surabaya Grand Mirama. Penulis yang juga bekerja sebagai Bar Supervisor di Coffee Café Bar & Lounge di Mercure Hotels Surabaya Grand Mirama melakukan pengamatan terhadap standart operasional prosedur pelayanan Coffee Café Bar and Lounge di Mercure Hotels Surabaya Grand Mirama. Penulis menyimpulkan bahwa standar operasional prosedur pelayanan Coffee café bar and lounge di Mercure Hotels Surabaya Grand Mirama adalah sebagai berikut: 1. menyambut tamu, 2. menerima pesanan 3. layanan minuman 4. memberikan tagihan 5. salam perpisahan kepada tamu.

Kata kunci: standar operasional prosedur, pelayanan, bar.

ABSTRACT

The purpose of writing this final project is to find out how the standard operating procedures for Coffee Café Bar and Lounge services at Mercure Hotels Surabaya Grand Mirama are. The author who also works as a Bar Supervisor at the Coffee Café Bar & Lounge at Mercure Hotels Surabaya Grand Mirama observed the standard operating procedures for the Coffee Café Bar and Lounge service at Mercure Hotels Surabaya Grand Mirama. The author concludes that the standard operating procedures for the Coffee cafe bar and lounge service at Mercure Hotels Surabaya Grand Mirama are as follows: 1. welcoming guests, 2. accepting orders 3. beverage service 4. giving bills 5. farewell to guests.

Keywords: standard operating procedure, service, bar.