

ABSTRACT

The purpose of writing this Final Project is to determine the Operational Standard of Delivery By Online at Haidilao Hot Pot Tunjungan Plaza Surabaya. The author collects data by direct observation and documentation as Customer Service at Haidilao Hot Pot Tunjungan Plaza Surabaya. The author can conclude that the results of this paper indicate that the Standard Operational Delivery Service in Haidilao is not implemented according to the Operational Standards that have been running so that when receiving orders from e-commerce there are many voids that cause incharge staff to replace food that has been processed.

Keywords: Customer Service, Standard Operations, Delivery by online

ABSTRAK

Tujuan penulisan Tugas Akhir ini adalah untuk mengetahui *Standart Operasional Delivery By Online* di Haidilao Hot Pot Tunjungan Plaza Surabaya. Penulis melakukan pengambilan data dengan cara observasi dan dokumentasi langsung sebagai *Customer Service* di Haidilao Hot Pot Tunjungan Plaza Surabaya. Penulis dapat menarik kesimpulan bahwa hasil penulisan ini menunjukkan bahwa Standart Operasional Pelayanan Delivery di Haidilao tidak diterapkan sesuai Standart Operasional yang sudah berjalan sehingga saat menerima orderan dari e-commerce banyak terjadi void yang menyebabkan staff incharge harus mengganti makanan yang sudah di proses.

Kata kunci : *Customer Service, Standart Operasional, Delivery by online*