


Design Of Standard Sop Table Set Up At Poliwangi Jinggo Educational Hotel

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Article Info	ABSTRACT
Keywords: Standard Table Set Up, Gap Analysis (GAP) Standard Operating Procedure	The hotel industry plays an important role as a supporting sector in the tourism sector. The tourism sector is one aspect that can be utilized to develop the potential of each region. Standard Operating Procedures (SOP) are documents that contain the steps/systems of work in an organization. The purpose of this research is to create a recapitulation of standard SOP table documents that are prepared in written and structured manner know the process of designing the standard SOP for table set up at the Poliwangi Jinggo Education hotel and know the implementation of the waiter's SOP in implementing the table set up standard at the Poliwangi Jinggo Education hotel. The research method used is a qualitative approach, Preparation of service SOP documents is carried out using the error analysis method (GAP) where the preparation of SOP documents is carried out in accordance with ideal conditions and by comparing the existing conditions with the standard set up procedure table at the Poliwangi Jinggo Education hotel. Then, to ensure that the standard SOP document table produced is in accordance with the company's needs, a verification and validation stage is carried out regarding the SOP document created. The results of this research are the Standard Table Set Up SOP. It is hoped that this SOP can become a document for the Poliwangi Jinggo Education Hotel and can also become a reference and guide in handling Table Set Up.
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INTRODUCTION

The Poliwangi Jinggo educational hotel is one of the educational hotels located in the Banyuwangi State Polytechnic complex, Labanasem, Kabat District, Banyuwangi Regency. As an educational hotel, this hotel functions as a place for students majoring in hospitality to learn and hone skills in the hospitality industry. One important aspect in hotel operations is the arrangement of tables and tableware, known as *table set up*. *Table set up* is the process of arranging tables and tableware that is carried out before guests arrive at the restaurant or hotel dining room. This process involves setting the table, seating arrangements, providing cutlery, and so on. At the Poliwangi Jinggo Education Hotel, there is no standard operating

procedures (SOP) *table set up document* , so that when there are events or other important events, students are only guided by the lecture material.

Quality food and drink service that meets the standards set by the hotel has a very important influence on guest satisfaction, because what is needed and expected by guests is in accordance with what is provided by the waiter (*waiter* or *waiters*). According to (Syofyanti, 2022) *Waiter/Waitress* is a waiter or waitress in every restaurant who has the duty and responsibility of serving food and drink needs professionally for restaurant customers. Therefore, waiters play a very important role in improving service in smooth operations and minimizing *guest complaints* . In this case, the service at the Poliwangi Jinggo educational hotel, especially in the *table set up section* , is still not optimal.

A hotel is a type of accommodation that provides part or all of a building to provide lodging, food and drink and other services for the public, which is managed on a commercial basis (Krestanto, 2019). Hotels can be differentiated by class or star. Classification type hotel One This Enough general And familiar for para *traveler* . Usually classification type hotel based on star signifies capacity as well as facility Which offered by a hotel. A hotel *department* is a structure for dividing work duties and responsibilities in the hotel industry and becomes a system that drives the continuation of a business itself. This division in a hotel business is very important of course because it will structure each area of the type of work a person is involved in which is usually carried out by experts in a particular field and skilled in doing that work.

According to (Harahap et al., 2020) the restaurant, it is a business entity that provides services to customers by providing food and drink choices to the general public, with the aim of making a profit. A restaurant is like a home in a family environment, guests who come there feel happy and impressed with the friendly, warm reception, appropriate and harmonious decoration, clean furniture, and fresh air in the room.

According to the scale of the restaurant product business which includes food and beverage services, this cannot be separated from products that are invisible, such as: guest service, cleanliness, health, hospitality, comfort and so on. Even though in theory the analysis of restaurant products can be grouped, in reality the operations of each aspect are interdependent and related to one another. (Rinawati, 2019)

The types of service in the restaurant are as follows:

1. Buffet Service / Self-service / Buffet Service
System buffet service / self service / buffet service very practical And fast Where visitor can choose Alone food Which he likes. In banquet statehood This system has never been used.
1. Table Service
Table service is a type of service where guests are welcome to Sit down and order dish to the waiter. Then, the waiter will serve the dish in front of the guests visitor. Moment do table service , a waiter must focus And capable remember order from every visitor.
2. Cafeteria Service / Counter Service
service / counter service is a fast and cheap service, and is commonly used in fast food restaurants . Fast and cheap service.

3. Take Away Service

Take away or carry out service is system service For order Which broughtgo home. So, guests buy food that is ready or prepared in advance, then wrap it and consume it outside the restaurant area.

4. Rooms Service

This type of service is usually available in lodging accommodations that have restaurants, such as hotels, villas, etc resorts . Type service This aim to deliver dish in a way directly to guest room.

According to (A.W. Marsum, 2005) Table set up is the layout or arrangement of the table that is arranged before guests come to eat or drink. This process includes setting tables, chairs, tableware, and table decorations. There are several types of table set up that have been studied previously but in this research, researchers will only discuss standard table set up.

Standard table set up generally consists of covering the base table plus a soup spoon to the right of the dinner fork , in a position perpendicular to the edge of the dining table or parallel to the dinner fork . The bread and butter plate and butter knife are located to the left of the dinner fork . Position the butter knife on the top of the bread and butter plate parallel to the edge of the dining table or on the right side of the bread and butter plate perpendicular to the edge of the dining table (Marsum, 2005). This set up was once used at Poliwangi Jinggo, but because there was no SOP, the students were guided by the material they had studied without a clear SOP.

Standard table *set up* presentation procedure

1. Make sure the table is in the right position with a clean *tablecloth in place* neatly and symmetrically
2. Place *the show plate* in the middle of the side of the table
3. Place *the dinner fork , dinner knife* and *soup spoon* parallel, with a distance of 26
4. cm or 1 cm longer than the center line *of the show plate* .
5. Place *the water goblet* on the top end *of the dinner knife* two fingers apart while upside down.
6. Place the B&B *plate* and *butter knife* 3 cm to the left.
7. Place *the guest napkin* on *the show plate* or in the middle of *the dinner knife* and *dinner fork* , if not using *a show plate*.

Based on the results of a pre-interview with one of the f&b service staff, the researcher found several problems in the f&b service department, especially when handling table set up. The first problem is the absence of written guidelines/references so that there is no standardization regarding the quality of products and services produced by the company. Even though SOPs will really help ensure consistency in the services provided by the company. Without SOPs, there is a risk that employees may perform tasks in different ways. This can lead to undesirable variations in service quality, which in pairs can be detrimental to the company's image in the eyes of customers.

Based on an interview with *the General Manager* , namely Mrs. Ayu Wanda, the Poliwangi Jinggo Education Hotel still does not have documents in the form of SOP *table set*

up , especially *standard table set up* , therefore I decided to take the title of my research on "Designing *Standard Table SOP Set Up* at the Poliwangi Jinggo Educational Hotel "The results of this research are expected to help make it easier for tourism students to create *standard table set ups* when there are certain *events* and also to complete SOP documents at the hotel.

Based on Permenpan RB No. 35 of 2012, there are several necessary principles known in preparing SOP documents, including:

- a. The principle of clarity and convenience
The procedures prepared are easy to understand and apply (using language that is easy to understand, using symbols and clear information, completeness of the content or contents of the SOP document, defining activities and roles that are appropriate for each service).
- b. Principle of harmony
The procedures created are in harmony with other related procedures (consistent between one procedure and other related procedures).
- c. Measurability principle
Results, time, and the process of achieving work results can be measured in quantity (there are performance measurement indicators).
- d. Dynamic
Standardized procedures can be adapted to service quality needs (meeting the organization's service quality standards).
- e. The principle of user orientation
Standardized procedures take into account user needs (covering the activities required by users for each process, such as complaints reception activities, status information, target time for completing complaint reports, and so on).

According to (Bhattacharya & Phill, 2015)The purpose of the standard operating procedure is as follows:

- a. Helps ensure quality and consistency of service.
- b. Help ensure that good practice is achieved at all times.
- c. Provide opportunities for team members to maximize their skills.
- d. Helps avoid confusion about the employee's role in doing the job (role clarification).
- e. Provide advice and guidance to permanent and part-time employees

METHOD

This research uses a qualitative approach. This research was conducted to describe a simulation of *standard table set up procedures* at Poliwangi Jinggo. According to (sugiyono, 2019)Qualitative research methods are research methods based on philosophy that are used to research scientific conditions (experiments) where the researcher is the instrument, data collection techniques and qualitative analysis emphasize meaning.

Qualitative methods focus on something that cannot be measured, so the quality of qualitative research is not really determined by the number of sources involved, but how deeply the researcher digs for specific information from the sources. By using qualitative data,

namely carrying out research in a descriptive, systematic, controlled and observational manner, this is intended to determine and describe the implementation of standard operational simulations of *standard table set up procedures* at the Poliwangi Jinggo Education Hotel. In general, data collection is a strategic step in research because the main aim of research is to obtain data to meet predetermined standards in answering the problem formulation expressed in the research.

Primary Data

According to (sugiyono, 2019) Secondary data is a data source that does not directly provide data to data collectors, for example through other people or through documents . Primary research sources were obtained by researchers to answer research questions. Primary data can be the opinion of the subject (person) individually or in groups, the results of observations of an object (physical), event or activities, and test results. There are 3 primary data collection techniques used by researchers, namely:

1. Observation

According to (Satori and Komariah, 2017), observation is observing an object being studied either directly or indirectly to obtain data that must be collected in research. In this pre-research, researchers made direct observations regarding the suitability of implementing standard *table set up SOP design* at the Poliwangi Jinggo Education Hotel.

2. Interview

Interviews are data collection techniques in the survey method using verbal questions to research subjects. Interview techniques are used if researchers need communication or relationships with respondents. In this research, the data collection technique uses semi-structured interviews, namely interviews that are in the *in-depth interview category*, where the implementation is freer compared to structured interviews.

3. Documentation

In this research, documentation is made in the form of photos of the researcher and the informant as proof of having conducted interviews aimed at supporting the research.

The purpose of interviews in this research is to explore information and data that will be used by researchers to analyze the dimensions of service quality what is needed to develop standard operational procedures for *standard table set up* at the Poliwangi Jinggo Educational Hotel in accordance with the conditions and location in Poliwangi Jinggo by involving several competent sources. The selection of sources in this research was carried out using a purposive sampling technique with certain considerations, where those who were sampled as sources were those who knew more about current conditions and existing problems in Poliwangi Jinggo which could be used as a benchmark in making *standard* operational procedures. *table set up* at Poliwangi Jinggo Education Hotel.

The following is a list of sources included in this research at the Poliwangi Jinggo Education Hotel:

1. General Manager of the Poliwangi Jinggo Education Hotel

The General Manager was involved to determine the existing conditions and ideal conditions for the standard table set up at the Poliwangi Jinggo Education Hotel.

2. Food and beverage service manager .

The food and beverage service manager was involved to determine the existing conditions and ideal conditions for the standard table set up at the Poliwangi Jinggo Education Hotel.

3. Food and beverage service staff . Food and beverage service staff are involved knowing the existing conditions and ideal conditions for implementing standard table set up and will play a role in the validation stage in the form of simulating standard operational documents for standard table set up procedures at the Poliwangi Jinggo Education Hotel.

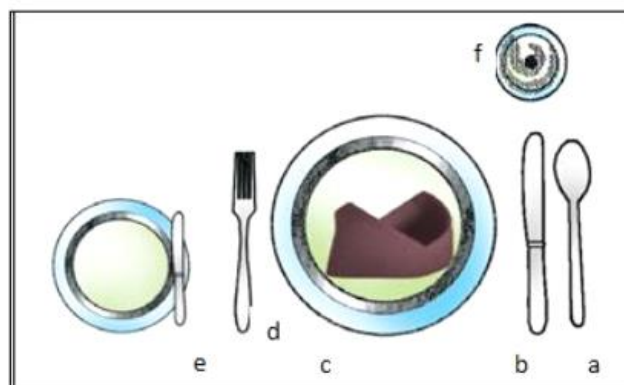
4. Poliwangi Jinggo Educational Hotel Academics.

After the data is collected, the researcher uses it GAP Analysis method (gap) data analysis technique is the process of systematically compiling data obtained from interviews, field notes and documentation by organizing data into categories, describing it into units, synthesizing it, arranging it into patterns, selecting data that what is important and what will be studied, and make conclusions so that it is easy to understand. And drawing conclusions is the result of analysis that can be used to take action. Conclusions in qualitative research are new findings that have not previously existed.

RESULTS AND DISCUSSION

Standard Table Set Up

Covering a standard dining table (standard table set up) generally consists of covering the base table plus a soup spoon (soup spoon) to the right of the dining fork, in a position perpendicular to the edge of the dining table or parallel to the dining fork. The bread and butter plate and butter knife are located to the left of the dinner fork. Position the butter knife on the top of the bread and butter plate parallel to the edge of the dining table or on the right side of the bread and butter plate perpendicular to the edge of the dining table (Marsum, 2005). A dining table arrangement like this can be used to cover lunch and dinner tables. The following is a layout on a standard table setup. For lunch and dinner (lunch and dinner).



(Source: Restaurant Book Volume 3)

Information :

- a. Soup Spoon

- b. Dinner knife
- c. Show plate, Guest Napkin
- d. Dinner Fork
- e. B&B Plate and knife
- f. Water Goblet

Procedure for presenting standard table set up

1. Make sure the table is in the right position with a clean tablecloth and installed neatly and symmetrically
2. Place the show plate in the middle of the side of the table
3. Place the dinner fork, dinner knife and soup spoon parallel, with a distance of 26cm or 1 cm longer than the center line of the show plate.
4. Place the water glass on the top of the dinner knife two fingers apart, upside down.
5. Place the B&B plate and butter knife 3 cm to the left.
6. Place the guest's napkin on the show plate or in the middle of the dinner knife and fork, if not using a show plate.

Conditions of expectations for *table set up service procedures* at the Poliwangi Jinggo Education Hotel. Future expectations regarding *table set up service procedures* at the Poliwangi Jinggo Education Hotel conveyed by resource persons consisting of *internal parties* (*managers* , *staff* , academics and expert *staff*)

1. Have appropriate procedures for handling *Table Set Up at the Poliwangi Jinggo Education Hotel*, because they do not yet have a validated written *Standard Operating Procedure (SOP)*.
2. Improving the quality of internal human resources (HR) which can make it easier for both students and staff to handle *Table Set Up procedures* .
3. *Standard Operating Procedure* is conditional, adapted to the conditions and character (*Typical*) of the *requesting guest* .
4. *Standard Operating Procedures* can be accounted for, because they are adapted to existing service procedures and are conveyed verbally/directed by superiors (*work instructions*).
5. *Standard Operating Procedure (SOP)* can be used as a guide or reference for all staff or students, especially the *food and beverage service section* in handling *table set up* .
6. Improving the stages of service procedures provided to guests to avoid them from guest complaints

According to (Kim & Ji, 2018)GAP Analysis, it is a tool or process of identifying gaps and differences between an organization's current situation and what it should be in the organization, and is used to design an organization's implementation plan and to increase its organizational effectiveness in various organizational fields i. In this research, a gap (GAP) occurs between service standard specifications and the delivery of services provided to customers. GAP analysis is carried out by comparing the current (*existing*) conditions related to activities carried out in the company with ideal conditions. In this research, mapping and description of *table set up handling procedures were carried out* to determine the discrepancies (gaps) between current conditions and ideal conditions according to the

dimensions of service quality (*servqual*). According to (LUPIYOADI, 2014)There are five gaps that cause differences in perceptions regarding service quality, namely as follows:

1. Management perception gap.
 There is a difference between service assessments according to service users and management's perception regarding service user expectations.
2. Quality specification gaps.
 The gap between management's perception of service user expectations and service quality specifications.
3. Service delivery gaps.
 The gap between service quality specifications and service delivery.
4. The marketing communications gap.
 The gap between service delivery and external communications. Customer expectations regarding service quality are influenced by statements made by the company through marketing communications.
5. Perceived gaps in service.
 The difference in perception between the service felt and the service expected by customers. If both are proven to be the same, the company will gain a positive image and impact.

The following is a mapping regarding the current conditions and ideal conditions for the procedure for handling *table set up* at the Poliwangi Jinggo Education Hotel.

Table 1. Analysis of gaps in handling procedures *Table set Up*

Table Set Up Handling Service Procedures	
Current Condition (Existing)	Ideal Conditions
Receiving guest requests , when a guest makes a request , the manager will handle the request and ask the staff to set up the table according to the guest's request , but for the table set up process , the staff only uses material during the lecture as a reference and guide .	In ideal conditions, the restaurant that is the reference/guideline already has a written SOP regarding table set up , so this is very inversely proportional to current conditions.
Gaps : The Poliwangi Jinggo Education Hotel does not have an SOP and does not comply with ideal conditions.	

(Sources : data is processed, 2024)

According to(Nur'aini, 2020) *Standard operating procedures* can be defined as one of the main guidelines regarding stages related to work activities carried out routinely or non-routinely in a company. A good SOP includes a clear, systematic, easy to understand framework because it will become a reference for employees' work(Pinontoan et al., 2019) The function of implementing SOP according to (Hartatik, 2014)is:

- a. Streamlining employee tasks in a division or work unit.
- b. As a legal basis if irregularities occur.
- c. Know clearly the obstacles in the implementation of work and are easy to track.

- d. Directing employees to be disciplined at work.
- e. As a guide in carrying out routine work.

In this research, researchers designed the content of *the Standard Operating Procedure Table Set Up*, for the SOP format, researchers use government regulations (Minister of Empowerment State Apparatus and Bureaucratic Reform of the Republic of Indonesia) Number 35 of 2012 as reference format in preparing SOPs, structure and content contained in reference standards not entirely used in this final project research, because it is adapted to research needs. Technical type SOPs using flowchart *format*. *The use of a flowchart* format is used to make it easier for users to read the SOP, because it requires making decisions such as "yes" or "no" which will influence the next steps. The following is an SOP document for handling *Table Set Up* that can be used as a guideline in carrying out procedures for handling *Table Set Up* as shown in the following image:





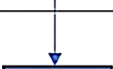




No	Activity	Executor			Standard Quality	
		Guest	Manager f&b service	Staf f&b service	Equipment	Time
1.	Manager F&B Service Taking Order				Form Reservation	15 Minute
2.	Next, the F&B service staff prepares the equipment for setting the table				-	30 Minute
3.	F&B service staff prepare tables, chairs and table cloths				Table, Chair and table cloth	20 Minute
4.	Next, place the show plate in the middle of the side of the table				Show plate	5 Minute
5.	Place the dinner fork, dinner knife and soup scoop parallel, with a distance of 26 cm or 1 cm longer than the center line of the show plate				dinner fork, dinner knife dan soup spoon	5 Minute
6.	Place the water glass on the top of the dinner knife two fingers apart.				Water goblet	5 Minute
7.	Place the B&B plate and B&B knife 3 cm to the left.				b&b plate dan b&b knife	5 Minute
8.	Finally, place the guest's napkin on the show plate or in the middle of the dinner knife and dinner fork if you are not using a show plate.				Napkin	2 Minute
9.	Finish				-	-

Figure 2. Standard Table Set Up SOP Form

CONCLUSION

Researchers have prepared an SOP for handling Table Set Up by comparing the current conditions at the Amaris Hotel Palembang for the f&b service department at the Poliwangi Jinggo educational hotel. The standard operational procedures for handling Table Set Up were obtained from the results of data collection through interviews, observations, documentation which were then analyzed using GAP analysis. The first stage was to conduct interviews with the executive chef, f&b service staff and also academics at the Poliwangi Jinggo Education Hotel. The researcher collected important data to design the SOP, then the researcher used the results of the interview to design the Table Set Up SOP. The reference for preparing the SOP Table Set Up taken by researchers is based on the Regulation of the State Minister for Administrative Reform No.PER/21/M.PAN/11/2008. And prepared in a flowchart format which is equipped with an explanation of the activities and actors implementing the SOP. According to Amaliyati (2018), the verification stage is a stage to ensure that the data and change documents reported are correct and appropriate. Steps to assess and provide a review of whether the SOP documents that have been created are in accordance with the hotel's needs. Also, to adjust the actual situation and cover ideal conditions. Verification results are carried out by submitting a verification form to the food and beverage service technician with the results previously consulted and no changes or revisions made to the SOP document. The following are the results of the verification of the SOP document for handling Table Set Up at the Poliwangi Jinggo Education Hotel. **Verification and Validation of SOP Standard Table Set Up Documents**

Verification		
No	Description	Answer
1.	whether the SOP document that has been prepared meets the requirements ?	already appropriate
2.	Is the template used to create the sop document appropriate ?	appropriate
3.	Are there other things that can be used as input and improvements to SOP documents other than those listed in verification form?	-

(Sources : data is processed, 2024)

Validation		
No	Description	Answer
1.	Do company resources enable the implementation of SOP ?	Impossible
2.	Will the implementation be able to carry out the SOP easy?	Yes
3.	Are the results of the Standard Table Set Up SOP quality?	Quality
4.	Are the results of the Standard Table Set Up SOP in accordance with the objectives of the SOP?	appropriate
5.	Etc,	-

(Sources : data is processed, 2024)

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