

Planning Standard Operational Procedure Waiters In Apply Chinese Style Table Set Up In Educational Hotel Polywangi Jinggo

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Article Info	ABSTRACT
<p>Keywords: Standard Operating Procedure (SOP), table set up, Chinese style, Analysis gap, Quality Service</p>	<p>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 aim of this research is to create a structured written recapitulation of the Chinese style table set up SOP document, find out the process of designing the Chinese style table set up SOP at the Poliwangi Jinggo Education hotel and find out the implementation of the Waiters SOP in implementing the Chinese style table set up at the Poliwangi Jinggo Education hotel . The research method used is a qualitative approach, the preparation of service SOP documents is carried out using the gap analysis method (GAP) where the preparation of SOP documents is carried out in accordance with ideal conditions according to (five) dimensions of service quality, namely: direct evidence (standard operational procedure) , reliability (reliability) , responsiveness , assurance and empathy by comparing the existing conditions of the Chinese style table set up procedures at the Poliwangi Jinggo Education hotel. Then, to ensure the Chinese style table set up SOP document produced is in accordance with the company's needs , then the verification and validation stages are carried out regarding the SOP documents created. The results of this research are standard operational procedures for Waiters in implementing Chinese style table set up at the Poliwangi Jingo Education Hotel. This SOP (standard operational procedure) is expected to become a document for the Poliwangi Jinggo Education Hotel and can also be a reference and guide for handling Chinese style table set ups in food and beverage</p>
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INTRODUCTION

Tourist is activity journey which is conducted For temporary time from the original place of residence to the destination area for reasons not for stay or look for living but only For have fun, fulfillflavor want to know, spend time free or holiday as well as goals others (Widyatmaja, 2017) . Tourism potential is a resource found in a certain area that can be developed into a

tourist attraction that can be used for economic purposes while still paying attention to its aspects. The tourism sector in Indonesia still plays a very important role in supporting national development, as well as being a very strategic factor in increasing people's income (Wirawan, Putu Eka. Oktaviani, 2019) . This is proven by the increasing economy of one of the districts in Indonesia from the management of potential in the area, namely Banyuwangi Regency . Banyuwangi Regency is one of the districts in Indonesia affected by the rapid economic growth caused by the tourism industry. Regency Which located in end east island Java This own region Which the plain consists on plain tall to plain low with riches And potency abundant. Banyuwangi own Lots place tour Good from natural, artificial nor culture that attracts tourists to visit Banyuwangi. The area nicknamed *The Sunrise Of Java* offers tourist attractions ranging from natural tourism, artificial tourism to interest tourism special. The progress of an area's tourism can be determined by the condition of its hotels used as a place of lodging for visiting tourists. Apart from that, the hotel industry Also can role in advance economy area in reduce amount unemployment Because industry hospitality need a lot power Work.

Tourism and hospitality is one of the largest service sectors in the world which has a significant impact on global economic growth. One important aspect in the tourism and hospitality industry is the provision of accommodation, such as hotels (Superwiratni, S., Wahyono, S., & Prowo, 2023) . Accommodation is one of the main facilities for tourism and has an important role for tourists who travel and has an influence on the length of stay of tourists in a destination area (Damayanti, Ida Ayu kade Werdika. Solihin. Suardani, 2021) . One of accommodation in Banyuwangi is a hotel. There are 4 Star and 5 Star hotels as well as Chinese style restaurants available in Banyuwangi, making it possible to implement *Chinese style table set ups* in Banyuwangi hotels. Because this type of service is a practical and elegant type of service where the food has been laid out directly in *the kitchen* and *the waiters* only need to deliver it to the visitor's table. Judging from the Banyuwangi Regency Central Statistics Agency, the development of Banyuwangi Regency accommodation services in November 2023, the room occupancy rate (TPK) of star hotels in Banyuwangi Regency was 53.68% with an average length of stay for guests (RLMT) of 1.42 nights. The number of guests visiting star hotels in Banyuwangi in November 2023 was 27,718 people with a guest composition consisting of 91.44% domestic guests and 8.56% foreign guests .

In advance tourist in Banyuwangi, Polytechnic Country Banyuwangi, through one of the tourism study programs, has made a contribution big. Based on Implementation Decree 368/E/O/2013, the Diploma IV Study Program in Tourism Business Management which was inaugurated on September 6 2013 has mission, namely developing the Tourism Business Management Study program as institution education tourist Which quality, produce power field tourist Which professional And innovative, as well as capable compete in the more strictly competition . In period a number of year This, Lots very lodging stand in Banyuwangi, start from *guest house* until hotel starry with network Which Already spread in all over Indonesia. Wrong the only one Polytechnic Country Banyuwangi also has hotels Which named Poliwangi Education Hotel Jinggo. At the Education hotel

Poliwangi jingo provides A restaurant . Restaurant is place that provides Eat And drink for guests in need eat , which one there is service from the restaurant waiter (Studio , 2020) . Waiters is someone who serves food and drinks in a restaurant or bar. Waiter/waitress is an employee/employee in a restaurant whose job is to wait for guests, make guests feel welcomed and comfortable, take food and drink orders and serve them, also clean the restaurant and its surroundings and prepare the dining table for the next guest. (Supriyanto and Hendriyati, 2021) . Part restaurant Alone divided become two part that is *food and beverage products* And *food and beverage service*.

Food and beverage Service is Wrong One business service Which task mainly serving food and drinks to consumers (Unik Desthiani, 2021) . This service business has orientation main For give satisfaction on customer moment enjoy food And drink from facet service presentation. Task *Food and beverage Service* cleans and ensures all eating equipment is inside condition Ready used For serve visitor. Serve dish to customer in accordance standard, serve needs addition Which desired by guest, show bill payment as ordered to customer. *Table Set Up* is a set of equipment that is neat, clean and ready to use which consists of *chinaware* (B&B *plate* and *tea cup and saucer*), *silverware* (spoon, fork and knife), *glassware* (glass) and linen (*mouhton, table cloth and napkins*), Which arranged on table complete And neat For One person. There is a number of This type of *table set up* has been studied before, but in this research I Choose the type of *Chinese style table set up* for events At the Poliwangi Jingo Hotel there are not many tourism students make *table set up* This *Chinese style* Because lack of understanding about type *the table set up* So many Poliwangi tourism students are rare use *table type set up* when available *events* certain. So that need exists *Standard Operational Procedure* (SOP) that can be clear become guidelines for student .

Standard Operational Procedure (SOUP) on basically is guidelines Which containing procedures operational standard Which There is in in something organization Which used For ensure that all decision And action, as well as use facility-process facilities carried out by people in the organization which is a member organization so that walk effective And efficient, consistent, standard And systematic (Asriyandi, 2022) . From a number of understanding SOUP according to para expert, goal main from preparation SOUP is For simplify every work process and minimize errors in it process workmanship, (Erlina Sasanti, Animah and Bayu Suryantara, 2022) Like Which is known in Poliwangi Jingo Educational Hotel This Not yet have completeness about documents Which in the form of an SOP . *Standard Operational Procedure* (SOUP) This later will be nursed with guided to quality service . Quality service is something attitude Which generated For compare hope consumer to quality service with performance company as perceived by consumers (Usmara, 2021) . therefore the researcher decided to take the research title about "Designing *Waiters' SOPs* in Implementing *Table Set Up Chinese style* at the Poliwangi Jingo Education Hotel" to help make it easier for the Tourism students in carrying out *Chinese style table set up* when There is certain *events* without must involve para lecturer again.

METHOD

This research uses a qualitative approach, qualitative research is an approach to conducting research that is oriented towards natural phenomena or symptoms. Data obtained during research to design a Standard Operating Procedure (SOP) *table set up Chinese style* from written or spoken words from people and behavior that can be observed during conducting research in the Poliwangi Jinggo Education Hotel environment

Qualitative data analysis techniques are the process of selecting, sorting, organizing data Which collected from notes field, so obtained understanding Which deep, meaningful, unique, and new findings of a descriptive nature, categorization and/or relationship patterns between category from object Which researched (Sugiyono, 2018)

Research data This obtained from results observation And interview . According to (Sahir, 2021) observation is a data collection technique using research goes directly to the field, then observes moderate symptoms researched after that the researcher can describe the problems that occur connected with other data collection techniques such as questionnaires or interviews and the results obtained are connected to theory and research previous . Study This use technique analysis data ie gap analysis (*GAP Analysis*).

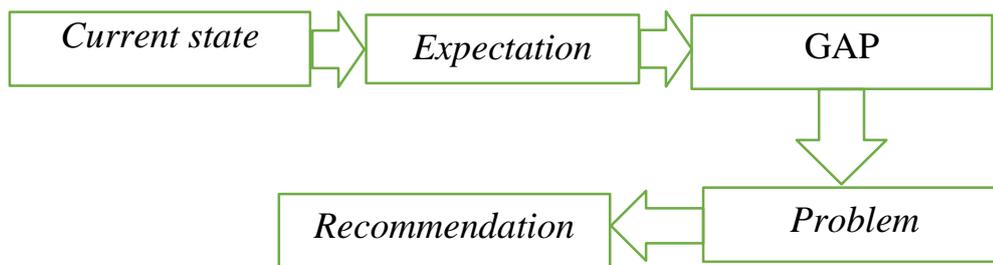


Figure 1 GAP Gap Analysis Flow (Mineraud, J., Mazhelis, O., Su, X., & Tarkoma, 2016)
 Stages to carry out GAP analysis according to Mineraud (2016) as following:

1. *Current State*, ie define about process or activity Which moment This executed (current or *existing conditions*) on Company.
2. *Expectation*, which defines the goals desired by Company to the current process this is the time Which will come.
3. GAP, namely defining the existence of gaps that occur between condition *existing* or contemporary compared to with condition Which expected in period Which will come.
4. *Problem*, ie define about problem that happened consequence there is a gap between current conditions and expected conditions (conditions ideal).
5. *Recommendations (solution)*, ie define about possibility solutions that can be applied to reduce or eliminate their presence gap Which happen between condition *existing* with condition Which expected

RESULTS AND DISCUSSION

Stages First that is Current State that is Existing Condition (current) Chinese style table set up procedures

The current conditions can be ascertained by conducting interviews with internal sources, namely, Poliwangi Jinggo Educational Hotel technician, *Food and Beverage Manager* , *Food and Beverage staff*. Meanwhile, the interview process resulted in the *existing conditions* of the process stages when *the Chinese style table was set up* as follows: Process (Activation)

1. Preparing restaurant layout
2. Preparing Chinese ware equipment and supplies
3. Table set up

Table 1 Mapping of *existing* conditions of the Procedure Stage against the reference

Chinese style table set up procedure by waiter/waitress		
Dimensions of Service Quality	Element	Present condition
Reliability (Reliability)	a. Staff ability in handling table set up b. Staff speed in providing Chinese style table set up service c. Staff accuracy in providing table set up services	The staff's ability to handle set up tables is good because they are trained and equipped with the knowledge to handle set up tables. Chinese style table set up is only practiced during student practicums. because so far there are no guests from China and no one has requested a Chinese style set up . Guests who come only request a standard set up and usually a buffet with the letter U and letter I concept
Guarantee/certainty (Assurance)	a. Staff knowledge of Chinese style table set up b. Politeness of staff when doing table set up	Waiters at the Poliwangi Jinggo Hotel come from students who have been equipped with both theoretical and practical knowledge so that in practice they already understand Chinese style table set ups and other table set ups . Existing waiters are continuously monitored by the food and beverage manager The attitude and manners of waiters are highly respected when providing service to guests. Chinese style table set up has never been done at an event, only during practicum by students
Tangible (Standard Operational Procedures)	a. Facilities for doing Chinese style table set up b. Equipment gear c. Appearance of	The only facilities used are the restaurant at the Poliwangi Jinggo Hotel because the Poliwangi Jinggo Hotel is an educational hotel. There are no specific restaurants such as Chinese restaurants yet. The equipment and supplies provided are still

Chinese style table set up procedure by waiter/waitress		
Dimensions of Service Quality	Element	Present condition
	staff to handle table set up	limited both in terms of quantity and type of Chinese ware. Only a few duck spoons, plates, chopsticks, bowls, soucers, cups , etc. are available . Waiters' appearance during table set up is like Waiters in general, namely wearing black and white clothes with a scarf and bow tie for men.
Responsiveness (Responsiveness)	a. Staff willingness to help guests b. Provide service promptly	Sensitivity and response to guests is quite good. The set up is usually carried out according to requests from guests so the Waiters staff only directs it because it has already been set up. and most guests request buffet rather than a la carte.
Empathy	a. Staff care when handling Chinese style table set up b. Staff attention when doing table set up	The staff's concern is only limited to when there is a practical table set up. preparing cutleries and Chinese ware. When the practicum was finished, the staff immediately put it back in place

Stages Expectations that is Expectation Conditions (Future) Procedure Table set up chinese style Poliwangi Jinggo Education Hotel

The ideal conditions expected in the *Chinese style table set up procedure* at the Poliwangi Jinggo Education Hotel conveyed by resource persons (participants) consisting of management, staff and technicians resulted in the following conclusions:

1. waiters are able to apply grooming, greeting well and are able to provide services according to the sequence of service and have good knowledge of company product knowledge and other general knowledge
2. *table set up* procedures appropriate *Chinese style*
3. Poliwangi Jinggo Education Hotel's FB service has a written SOP (*Standard Operational Procedure*) that is official and validated by management
4. all human resources at FB service including technicians, Poliwangi Hotel staff and also students have one perception regarding the stages of the chines style *table set up procedure* and can be applied during events or during practicums carried out by students
5. SOP (*standard operational procedure*) for *table set up chines e style* is conditional in that it can be used in all conditions both present and future and all actions from the

table set up procedure can be accounted for because they already have clear service standards

6. SOP (*standard operational procedure*) *table set up* can provide the best and most satisfying service for guests so that guests can make repeat visits to Reto Gandrung because the service meets expectations.
7. With the SOP for *Chinese style table set up*, you can increase the variety of set ups, not just the standard set up which is often used during events at Gandrung restaurants.

The GAP stages are that GAP (Gap) Analysis

According to (Herdiyanti, Adityaputri and Astuti, 2017) , analysis gap GAP is one of the methods used to evaluate performance company and to determine the level of performance of the system currently running with standard system Which made reference. The analysis GAP is carried out by comparing the current conditions related to the standards operating in the company with the ideal conditions expected by the company. The ideal conditions referred to are ideal conditions based on reference standards. In this case, the researcher uses service quality dimensions which consist of 5 dimensions, namely direct evidence (*standard operational procedure*), reliability , *responsiveness* , assurance and empathy. *empathy*). The quality of service according to (Dzikra, 2020) is A strategic system involves all work units or organizational units from the start leaders to employees so as to meet the needs expected by consumers

In this research, mapping and explanation of waiter or waitress service procedures will be carried out to determine the gap between current conditions and ideal conditions according to the dimensions of service quality. The following is a mapping regarding current conditions and ideal conditions for waiter or waitress service procedures at the Poliwangi Jinggo educational hotel. The mapping of *Waiters service procedures* in apply *Chinese style table set up* as follows:

Poliwangi Jinggo Education Hotel's <i>Chinese style table set up</i> service procedures	
Current Condition (existing)	Expectation Conditions (Ideal)
Waiters are able to create layouts according to guests' wishes	Waiters are able to do various table layout styles, a good table to use in <i>Chinese style</i> is a round table because it symbolizes unity and harmony in Chinese culture (physical evidence dimensions/ <i>standard Operational Procedure</i>)
Discrepancy: not suitable because the Poliwangi Jinggo Education Hotel has square tables and does not have round tables. Until now there have been no guests who want to set up <i>Chinese style</i> because there are no external guests from China	
Waiters are able to prepare set-up equipment according to the type of food and drinks ordered	Waiters are able to set-up and prepare equipment according to standards for the type of food ordered (reliability dimensions)
Gaps: the equipment provided at the Poliwangi Jinggo educational hotel is very minimal and incomplete so that when there are quite a lot of guests there are not enough	
<i>Waiters</i> receive orders according to	Waiters can ensure that food and drinks as well as

Poliwangi Jinggo Education Hotel's <i>Chinese style table set up</i> service procedures	
Current Condition (existing)	Expectation Conditions (Ideal)
what was ordered, namely from the kitchen, then do a double check accompanied by the <i>food and beverage manager</i> who is in charge of that shift.	cuttelaries and Chinese ware match guest orders by paying attention to all guest needs by checking orders by the <i>food and beverage manager</i> (Guarantee/Assurance)
Gaps: Not in line with expectations, because waiters rarely double check, only the <i>food and beverage manager</i> makes sure. So far, <i>the Chinese style</i> set-up is only carried out during practicums by students so checks are rarely carried out by waiters	
<i>Chinese style</i> set-up according to the menu ordered with a friendly manner and good greeting	Waiters are friendly to guests and greet guests well, serve guests' orders at the table by repeating their orders so that no orders are left behind (empathy dimension)
Discrepancies: are in line with expectations, where the waiter is able to greet well, set up the table well and repeat the order by repeating the name of the food or drink ordered.	
Waiters are able to set up according to <i>requests</i> from guests so that the <i>Waiters staff</i> only directs because it has already been set up. and most guests <i>request</i> buffet rather than a la carte	Waiters are responsive in directing guests, immediately helping when guests feel confused.
Gaps: waiter poliwangi jingo is in line with expected conditions. where the waiter is able to direct guests, immediately help when guests feel confused	

The stages of the problem are: stages that occur consequence there is a gap between current conditions and expected conditions (conditions ideal)

Service procedures for <i>Chinese style table set-up</i> at the Poliwangi Jinggo Education Hotel	
Current waiter service process	Ideal service change
Waiters are able to create <i>layouts</i> according to guests' wishes	There are no changes because the waiter is able to make <i>the layout</i> according to the guest's wishes. It's just that equipment such as tables do not match <i>the Chinese style table set up</i> due to the limitations of the Poliwangi Jinggo educational hotel
Waiters are able to prepare <i>set-up equipment</i> according to the type of food and drinks ordered	There are no significant changes because the Waiter is able to <i>set-up</i> and <i>prepare equipment</i> according to standards for the type of food ordered. However, for <i>Chinese food</i> it is limited to the quantity of <i>equipment</i> owned
Waiters receive orders according to	There are no changes because the waiters have

Service procedures for *Chinese style table set-up* at the Poliwangi Jinggo Education Hotel

Current waiter service process	Ideal service change
what was ordered, namely from <i>the kitchen</i> , then do <i>a double check</i> accompanied by the <i>food and beverage manager</i> who is in charge of that shift.	ensured that the food and drinks as well as cuttelaries and <i>Chinese ware</i> are in accordance with the guest's order by paying attention to all the guest's needs by checking the order by the <i>food and beverage manager</i> .
The waiter prepares <i>a Chinese style set-up</i> according to the menu ordered with a friendly manner and good <i>greeting</i>	There is no change. Waiters are friendly to guests and <i>greet guests</i> well, serve guests' orders at the table by repeating their orders so that no orders are left behind.
Waiters are able to <i>set up</i> according to <i>requests</i> from guests so that the waiters staff only directs because it has been <i>set up</i> . and most guests <i>request</i> buffet rather than a la carte	There are no changes because the waiters are able to <i>set up</i> according to <i>requests</i> from guests so the waiters staff only directs because it has already been <i>set up</i> . and most guests <i>request</i> buffet rather than a la carte

Recommendations (solutions) that is with Preparation of SOP (Standard Operational Procedure) Table set up

In the process of preparing the SOP (*Standard Operational Procedure*) it is designed using *a Sequence of Service* with reference to 5 dimensions of service quality. In writing this final assignment, we did not fully use the structure or content contained in the reference standards but adapted it to the company's needs during the research process. Based on the solutions to several changes that have occurred, we provide several suggestions for creating SOPs (*Standard Operational Procedures*), as well as guidelines for steps to fulfill several dimensions of service quality, namely *standard Operational Procedures* (direct evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee). , and empathy (empathy) which are adapted to the existing service model at the Poliwangi Jinggo Education Hotel



SOP NUMBER
CREATION DATE
REVISION DATE
EFFECTIVE DATE
ENDORSED BY General Manager,

Ayu Wanda Febrian,
S.Par., MBA
NIP.
199202042022032016

SOP NAME *Sop Waiters in a Chinese style table set up*

LEGAL BASIS

Regulation of the Minister of State for Administrative Reform No. PER/21/M.PAN/11/2008

EXECUTOR QUALIFICATIONS

1. Understand the duties and functions of each part
2. Able to communicate well with fellow *food and beverage staff*
3. *Chinese style table set up process flow*

LINKAGES

Added Poliwangi Jinggo Education Hotel SOP document

EQUIPMENT/EQUIPMENT

1. round table and chairs
2. *linen (1 Molton, 1 table cloth, 4 napkins)*
3. *salt and pepper shake*
4. *desserts plates*
5. *Chinese*
6. *Tea cups*
7. *Chinese spoons*
8. *chopsticks*
9. *sauce dish*
10. *soup bowls*
11. *tissue*

WARNING

If the table set up does not comply with procedures, there will be bad possibilities, for example complaints from guests

NOTES AND LIMITATIONS

Stored as electronic and manual data

No	Activity	Executor			Time
		Visitor	Waiters	Kitchen	
1	Reservation				
2	<i>Chinese style set-up</i>				
3	<i>Greeting Guests</i>				
4	<i>Opening the npkin</i>				
5	<i>Taking Orders</i>				
6	<i>Repeat Orders</i>				
7	<i>Presenting appetizer</i>				
8	<i>Serving the food,</i>				
11	<i>Presenting the bill</i>				
12	Make a payment				
13	<i>Clearing table</i>				

CONCLUSION

Based on results And discussion can concluded , preparation of operational standards *for Waiters* in Applying a *Chinese style* table set up is obtained through interview And obser-
 vation Then analyzed . the interview process resulted in the *existing conditions* of the stage
 process when *the table was set up in Chinese style* , the first that is Process (Activation)
 consisting from *Preparing restaurant layout , Preparing Chinese ware and equipment , Ta-*
ble set up . The next process that is Expectation Conditions (Future) Procedure Table set up
Chinese style Poliwangi Jinggo Education Hotel . Waiters are able to apply grooming and
 greeting well , waiters are able to carry out *Chinese style table set up* procedures , FB ser-

vice at the Poliwangi Jinggo Education Hotel has SOPs , all human resources in FB service , SOP (*standard operational procedure*) *table set ups* can provide the best service. With the SOP for *Chinese style table set up*, you can increase the variety of set ups, not just the standard set up which is often used during events at Gandrung restaurants . Then done GAP analysis and preparation of expected SOPs become support educational hotel operations Polywangi Jinggo

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