

PENGETAHUAN STANDAR OPERASIONAL PROSEDUR (SOP) *PERSONAL HYGIENE* PADA KARYAWAN *FOOD AND BEVERAGE KITCHEN* DI HOTEL

Oleh : Annisa Ropiatusholihah

ABSTRAK

Penelitian ini dilatar belakangi adanya karyawan *F&B Kitchen* di Hotel Hemangini Bandung yang masih kurang dalam melaksanakan Standar Operasional Prosedur (SOP) pada prosedur *Personal Hygiene*, terdapat karyawan yang melakukan *test food* tanpa menggunakan *personal spoon*, kuku panjang, tidak mencuci tangan sebelum melakukan aktivitas kerja dan merokok di area dapur. Penelitian ini bertujuan untuk memperoleh informasi mengenai pengetahuan karyawan tentang SOP *Personal Hygiene*. Metode yang digunakan yaitu metode deskriptif, dengan populasi seluruh karyawan *F&B Departemen*, sample yang digunakan adalah *purposive sampling* sejumlah 12 responden, dan teknik pengumpulan data menggunakan tes. Hasil penelitian menunjukkan bahwa tingkat pengetahuan SOP *personal hygiene* berada pada kategori baik. Rekomendasi untuk karyawan diharapkan tidak hanya mengetahui SOPnya saja namun dapat secara keseluruhan mengaplikasikan SOP kedalam aktivitas pekerjaannya. Rekomendasi untuk kepala bagian *F&B Kitchen* sebaiknya selalu mengawasi karyawan agar melakukan pekerjaannya sesuai dengan aturan terutama dalam prosedur *personal hygiene* dan untuk peneliti selanjutnya diharapkan dapat mengembangkan penelitian ini dengan mencari tahu faktor penyebab karyawan kurang melaksanakan SOP yang ada di Hotel Hemangini.

Kata kunci : Pengetahuan, Standar Operasional Prosedure, *Personal hygiene*, *Food and Beverage Kitchen*

**REGARDING PERSONAL HYGIENE ON FOOD AND BEVERAGE
KITCHEN EMPLOYEES IN HEMANGINI HOTEL, BANDUNG**

By : Annisa Ropiatusholihah

ABSTRACT

The background of this research is due to several F&B Kitchen employees in Hemangini Hotel Bandung who does not follow the Standard Operating Procedure (SOP) on Personal Hygiene properly. There are some employees who did the food testing without using personal spoon, without clipping his/her nails, without washing his/her hands before the procedure, and smoking within the kitchen area. This research aims to gain information regarding the employees' knowledge of Personal Hygiene SOP. The method used in this research is descriptive, with the entire employee of F&B Department as the population. The sample used is purposive sampling, which consists of 12 respondents. The data is obtained through tests. The result of this research shows that the employees' level of knowledge regarding Personal Hygiene SOP is within adequate category. Through this research, it is recommended that the employees not only knows the SOP, but also able to apply it on his/her work. Through this research, it is recommended for the head of F&B kitchen to always supervise the employees to make sure their work follows the SOP, especially regarding personal hygiene. As for the researchers, it is hoped that they are able to develop this research by uncovering the factors causing suboptimal implementation of SOP by the employees in Hotel Hemangini.

Keywords : Knowledge, Standard Operating Procedure, Personal hygiene, Food and Beverage Kitchen