

THE INFLUENCE OF STANDARD OPERATIONAL PROCEDURE AND  
EMPLOYEE DEVELOPMENT TOWARD PRODUCT QUALITY AT HOTEL

“X”

By

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## ABSTRACT

### ABSTRACT THE INFLUENCE OF SOP AND EMPLOYEE DEVELOPMENT TOWARD PRODUCT QUALITY AT X HOTEL

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The food and beverage industry has been an attractive industry for modern civilized people, especially for food enthusiasts. As the population grows, so does the number of food and beverage consumers. Therefore, the aim of this study is to identify the factors that influence food and beverage product quality in Hotel " X ".

There are three variables that are used in this research: Standard Operational Procedure, Employee Development, and Product Quality. The data was collected from 36 respondents who are 16-50+ years old, and the data was taken from the kitchen and service department respondents at Hotel "X". The findings indicated that all independent variables had an 82.3% impacted dependent variable. Furthermore, Standard Operational Procedures and Employee Development have an influence on Product Quality. Based on the result, this study has found the key for the company to develop their procedure as well as recommendation to the future writer.

*Keywords: SOP, Employee Development, Product Quality*

## STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgment is made in the thesis.

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## **DEDICATION**

I dedicate this work to my beloved family for their endless love, support, and encouragement throughout my pursuit of education. It has given me the strength to finish this research. I hope this achievement will fulfill my future dream.



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