

IMPLEMENTATION OF HYGIENE AND SANITATION STANDARD OPERATING PROCEDURES (SOPS) TO MAINTAIN THE QUALITY OF PASTRY AND BAKERY PRODUCTS AT NOVOTEL MANADO GOLF RESORT & CONVENTION CENTER

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ABSTRACT

The hospitality and food and beverage (F&B) industry relies on hygiene and sanitation standards to ensure food safety and consumer trust. This study aims to describe the implementation of Hygiene and Sanitation Standard Operating Procedures (SOP) in the Pastry and Bakery Department of Novotel Manado Golf Resort & Convention Center. Using a qualitative descriptive method, data were collected through interviews with five informants, direct observation, and documentation focusing on personal hygiene, food hygiene, and equipment sanitation. The results show that SOP implementation has generally been effective through SOP availability, training, supervision, FIFO system, and complaint handling. However, challenges remain during high-production periods and shift changes. Improvement is needed through stronger supervision and employee compliance.

Keywords: hygiene and sanitation SOP, pastry and bakery, food quality, employee compliance, star-rated hotel.

ABSTRAK

Industri perhotelan dan food and beverage (F&B) bergantung pada penerapan standar hygiene dan sanitasi untuk menjamin keamanan pangan serta menjaga kepercayaan konsumen. Penelitian ini bertujuan mendeskripsikan implementasi Standar Operasional Prosedur (SOP) hygiene dan sanitasi pada bagian Pastry and Bakery di Novotel Manado Golf Resort & Convention Center. Penelitian menggunakan metode kualitatif deskriptif dengan data yang diperoleh melalui wawancara lima informan, observasi langsung, dan dokumentasi yang berfokus pada personal hygiene, food hygiene, serta sanitasi peralatan. Hasil penelitian menunjukkan bahwa penerapan SOP secara umum berjalan baik melalui ketersediaan SOP, pelatihan, pengawasan, sistem FIFO, dan penanganan keluhan tamu. Namun, kendala masih ditemukan saat produksi tinggi dan pergantian shift sehingga diperlukan peningkatan pengawasan dan kepatuhan karyawan.

Kata kunci: SOP hygiene dan sanitasi, pastry and bakery, kualitas makanan, kepatuhan karyawan, hotel berbintang.

A. Introduction

The hospitality and food and beverage (F&B) industry relies heavily on consumer trust. As public awareness of health and food safety increases, hygiene and food safety standards have become essential aspects of hotel operations. Consumers increasingly evaluate food quality not only based on taste and presentation but also on cleanliness and hygienic food handling practices. Failure to comply with hygiene standards may lead to customer complaints, damage a hotel's reputation, increase the risk of foodborne illnesses, and result in legal consequences.

Novotel Manado Golf Resort & Convention Center is a four-star hotel located in Mapanget District, Manado, North Sulawesi. Its food and beverage department consists of service and production sections, including the main kitchen, pastry & bakery, and banquet kitchen. As a four-star hotel, it is responsible for maintaining food quality through the implementation of Standard Operating Procedures (SOPs) in food processing and raw material storage.

Observations conducted during on-the-job training (OTJT) in the pastry & bakery section revealed gaps between established SOPs and their implementation. Identified issues included guest complaints regarding food safety, such as foreign objects found in food, inconsistent product quality, reduced product freshness, and suboptimal personal hygiene practices during food preparation. These findings indicate inconsistent implementation of hygiene and sanitation SOPs, which may affect product quality.

Research on the implementation of hygiene and sanitation SOPs in pastry and bakery departments, particularly in four-star hotels in Manado, remains limited. In many cases, SOPs function primarily as formal documents without adequate evaluation of their implementation. Therefore, this study, entitled "Implementation of Standard Operating Procedures (SOPs) for Hygiene and Sanitation in Maintaining the Quality of Pastry and Bakery Products at Novotel Manado Golf Resort & Convention Center," was conducted.

This study focuses on the implementation of hygiene and sanitation SOPs in the pastry & bakery department of Novotel Manado. The research addresses two questions: (1) how are hygiene and sanitation SOPs implemented in the pastry & bakery department, and (2) how are SOPs applied during food processing and personal hygiene practices? Accordingly, the study aims to describe the implementation of hygiene and sanitation SOPs and their application in food processing and personal hygiene.

The findings are expected to contribute both theoretically and practically by enriching knowledge in hospitality management, particularly regarding hygiene and sanitation SOP implementation. They are also expected to serve as a reference for Politeknik Negeri Manado, provide recommendations for improving SOP implementation and food hygiene practices at Novotel Manado, and enhance the author's knowledge and practical understanding of SOP implementation in the hospitality industry.

B. Research Methods

This study employed a qualitative descriptive approach, as proposed by Creswell (2014), which emphasizes an in-depth understanding of phenomena in real-life settings. It aimed to describe the implementation of Standard Operating Procedures (SOPs), evaluate employee compliance, and analyze their role in maintaining food quality. The research was conducted at Novotel Manado Golf Resort & Convention Center, Manado, North Sulawesi, from February to May 2026.

The study used both primary and secondary data. Primary data were collected through interviews and observations involving key informants, including the Pastry Chef, Demi Chef, and Cook. Secondary data were obtained from journals, books, articles, and other literature related to SOPs, hygiene, sanitation, and food quality.

Data were collected through interviews, observations, documentation, and literature review. Interviews explored the implementation of hygiene SOPs, operational challenges, and staff perceptions of hygiene practices.

Observations focused on personal hygiene, equipment use, food processing, and raw material storage. Documentation, including photographs of production activities, pastry products, raw materials, equipment, and work areas, was used to support the findings and enhance data credibility. A literature review of hotel and restaurant management, food safety, hygiene, sanitation, SOPs, and qualitative research methods provided the theoretical foundation and guided data analysis.

C.Result And Discussion

Results

This section presents the findings on the implementation of hygiene and sanitation Standard Operating Procedures (SOPs) in the pastry & bakery department of Novotel Manado Golf Resort & Convention Center. Data were collected through interviews with five informants representing managerial and operational levels and through direct workplace observations. The findings were analyzed to evaluate the implementation of hygiene and sanitation SOPs in food processing and personal hygiene, providing an

overview of the consistency between established SOPs and daily operational practices.

Interview Results

Table 1. Interview Results with Informant 1

No.	Question	Response
1	How do you ensure that all employees consistently implement hygiene and sanitation SOPs?	Consistency is maintained through direct supervision by supervisors. SOPs have been explained to all employees and are supported by training, supervision from supervisors and managers, documentation, and record-keeping as a form of monitoring SOP implementation in the workplace.
2	Are there any training or evaluations for employees regarding the implementation of hygiene and sanitation SOPs? If so, how are they conducted?	Training is provided to new employees before starting work, while existing employees participate in regular refresher training. The training is accompanied by supervision, and

No.	Question	Response	No.	Question	Response
		employees who violate SOPs receive guidance and must attend refresher training. All activities are documented and recorded.			are immediately followed up according to SOPs.
3	What SOP violations are handled through a verbal warning. If the violation continues, further warnings are given according to company regulations and procedures.		5	Is there specific documentation or a checklist related to hygiene and sanitation? How is it used in daily operations?	Standard operational logs or forms are available to record activities such as food reheating, chiller temperature, and freezer temperature. All data are monitored by supervisors. Equipment damage or inappropriate temperatures must be reported for immediate follow-up.
4	How is the cleanliness of the production area, equipment, and raw material storage monitored?	Monitoring is conducted routinely by supervisors. Work areas are cleaned according to SOPs, equipment is cleaned after use and recorded in checklists/logs. The cleanliness and temperature of the dry store, chiller, and freezer are checked periodically. Any non-conformities	6	What actions are taken if an audit result shows non-compliance with the SOPs?	Refresher training is provided to employees, followed by continuous supervision and control to prevent the recurrence of non-compliance.
			7	How are food waste and other waste managed	Food waste is separated based on waste types, including

No.	Question	Response
	to prevent contamination?	chemical waste, used oil, wet waste, dry waste, bottles, and cans. All waste is handed over to an officially licensed third party for proper management.
8	How do you ensure that received raw materials meet food safety and hygiene standards?	Raw materials are inspected based on their type, including expiration dates, receiving temperatures (fresh produce < 5°C and frozen products < -18°C), and product quality. Products that do not meet the standards are returned to the vendor, while accepted products are stored according to their categories in the dry store, chiller, or freezer.
9	What is the appropriate solution to ensure all employees	The implemented solutions include providing regular refresher training, conducting

No.	Question	Response
	properly implement hygiene and sanitation SOPs?	consistent supervision, providing clear SOP documentation, and ensuring that every employee understands the SOPs before starting work.

Based on Table 1, Informant 1 explained that the implementation of hygiene and sanitation SOPs is supported by supervision from supervisors and managers, employee training, documentation, monitoring, workplace cleanliness control, raw material storage, and waste management. SOP non-compliance is addressed through warnings and refresher training to improve employee compliance.

Table 2. Interview Results with Informant 2

No.	Question	Response
1	Are hygiene and sanitation SOPs available in the kitchen area?	SOPs are available in the kitchen area and are used as guidelines for all operational activities.
2	How are SOPs implemented in	SOP implementation is

	each product adjusted processing according to the stage, from type of product ingredient being produced. preparation to For example, serving, in daily cake and bread pastry & bakery production have operations? different SOPs because the processes and equipment used are different. Each product has its own standards and procedures that must be followed during production.	knives, and spatulas are cleaned. Certain equipment is soaked using cleaning chemicals to maintain sterility and ensure readiness for the next day.
3	What personal hygiene procedures must be followed before starting work?	Opened ingredients are stored in clean, dry, and non-humid areas. Ingredients requiring cold temperatures are stored in chillers or freezers, while dry ingredients are stored in areas protected from water exposure with low humidity.
4	What are the procedures for sanitizing work equipment before and after use?	
	All work equipment must be clean and sterile before and after use. After production, equipment such as machines,	
5	What are the procedures for storing raw materials to maintain safety and hygiene standards?	The work area is maintained throughout the production process. After completion, the area is cleaned, swept, and mopped to keep it clean and organized. During
6	How is the cleanliness of the work area maintained during and after production?	

		busy operations, cleanliness receives greater attention to ensure compliance with standards.			so, how were the hotel they handled? immediately apologizes and communicates directly to resolve the issue quickly and appropriately.
7	What challenges are encountered in implementing hygiene and sanitation SOPs during and after production?	There are no significant challenges because hygiene implementation is considered the responsibility of every employee. However, during high production activities, employees must apply SOPs while simultaneously handling operational tasks.	10	What solutions or efforts are most effective in improving hygiene and sanitation implementation in the pastry & bakery section?	The most effective effort is making hygiene a top priority in every work process. Product quality and hygiene practices must be implemented together to ensure products are not only high-quality but also safe for consumption.
8	What procedures are followed for disposing of leftover ingredients and oil to prevent drainage blockage?	Used oil is not disposed of directly into drains but is collected and stored in a designated area before further management.			
9	Have there been any guest complaints related to food or equipment cleanliness? If	Personally, no guest complaints have been received. However, if a complaint occurs,			

Based on Table 2, Informant 2 explained that hygiene and sanitation SOPs are implemented from ingredient preparation, production processes, personal hygiene, equipment sanitation, raw material storage, to workplace cleanliness. The main challenge occurs during high production periods, requiring increased cleanliness monitoring.

Table 3. Interview Results with Informants 3, 4, and 5

No.	Question	Response
1	Are hygiene and sanitation SOPs available in the kitchen area?	Informant 3: Yes, SOPs are available in the kitchen area. Informant 4: Yes, SOPs are provided in the kitchen area. Informant 5: Certainly, the hotel has various SOPs, especially those related to hygiene and sanitation standards.
2	In your opinion, how important is the implementation of hygiene and sanitation SOPs in maintaining product quality?	Informant 3: It is very important to maintain food quality according to established standards. Informant 4: It is very important because it ensures all operational processes run according to standards. Informant 5: It is very important because it directly affects product quality and guest

No.	Question	Response
		satisfaction. Proper SOP implementation can reduce complaints and increase appreciation of products.
3	What challenges are encountered in implementing hygiene and sanitation SOPs during the production process?	Informant 3: There are no significant challenges, but busy work activities require high discipline in following SOPs. Informant 4: There are no challenges because all tasks are carried out according to operational standards. Informant 5: Common challenges include work areas that have not been cleaned by the previous shift, improperly washed equipment, and expired raw materials that are still being used.

No.	Question	Response	No.	Question	Response
4	What do you do before starting work to ensure personal cleanliness according to SOPs?	Informant 3: Ensuring personal cleanliness and wearing the kitchen uniform according to standards. Informant 4: Ensuring proper grooming, personal hygiene, and a neat uniform before working. Informant 5: Maintaining personal cleanliness before starting work according to SOPs.			begins with cleaning the work area and ensuring the cleanliness of raw materials and equipment, such as cutting boards, before use.
5	How are hygiene and sanitation SOPs implemented during the production process?	Informant 3: Any dirt that affects workplace cleanliness must be cleaned immediately. Informant 4: All equipment used must be clean and suitable before the production process begins. Informant 5: SOP implementation	6	How are raw materials stored after use?	Informant 3: Raw materials are stored according to their types and functions to maintain quality. Informant 4: Storage applies the First In First Out (FIFO) system. Informant 5: Raw materials are re-wrapped and labeled with usage dates to facilitate monitoring.
			7	How do you maintain workplace cleanliness during and after the production process?	Informant 3: Workplace cleanliness is maintained before, during, and after production. Informant 4: The work area must always be clean,

No.	Question	Response	No.	Question	Response
		although busy production requires additional attention. Informant 5: The work area must be free from leftover ingredients and disorganized equipment. Spilled flour or dough residues must be cleaned immediately to maintain cleanliness.			leader team ensures work tables are clean and instructs re-cleaning when necessary. Equipment such as mixers and mixing bowls must be washed immediately according to procedures.
8	How is the implementation of hygiene and sanitation SOPs monitored in the kitchen?	Informant 3: Monitoring is conducted by the leader team and supported by coordination and mutual reminders among employees. Informant 4: Monitoring is conducted by the leader team, while employees also remind each other if procedures are missed. Informant 5: The	9	Have there been any guest complaints related to food or equipment cleanliness? If so, how were they handled?	Informant 3: No complaints have been received. If it occurs, the action taken is to apologize and replace the food. Informant 4: No guest complaints have been experienced. Informant 5: A brush hair was once found on served bread. The issue was handled by apologizing and providing a complimentary cake slice as an apology and to maintain guest satisfaction.

Based on Table 3, Informants 3, 4, and 5 stated that hygiene and sanitation SOPs serve as main guidelines for maintaining product quality through personal hygiene, workplace cleanliness, FIFO implementation, and supervision by the leader team. However, several issues remain, including cleanliness problems during shift changes, improperly cleaned equipment, the use of expired raw materials, and guest complaints. These findings indicate that SOP implementation consistency still needs improvement.

Observation Results

Direct observations were conducted in the pastry & bakery operational activities at Novotel Manado Golf Resort & Convention Center to evaluate the conformity between hygiene and sanitation SOP implementation and actual practices. The observation results are presented in Table 4.

Table 4. Observation Results

No.	Obser vation Aspec t	Frequ ently Perfo rmed	Some times Perfor med	Not Perfo rmed
Perso nal				

No.	Obser vation Aspec t	Frequ ently Perfo rmed	Some times Perfor med	Not Perfo rmed
Hygie ne				
1	Wearin g a comple te and clean unifor m	✓		
2	Wearin g a head cover (hat) and apron during work	✓		
3	Using masks and gloves during the produc tion proces s		✓	
4	Washi ng hands before or after	✓		

No.	Observation Aspect	Frequently Performed	Some times Performed	Not Performed
	production			
5	Not eating or drinking during the production processes		✓	
6	Not using strong perfume while working	✓		
7	Covering mouth or nose when coughing or sneezing	✓		
8	Maintaining clean and	✓		

No.	Observation Aspect	Frequently Performed	Some times Performed	Not Performed
	neat nails			
Food Hygiene				
1	Checking ingredients stock and expiration dates of used materials		✓	
2	Ensuring food storage temperature (chiller and freezer) comply with SOPs	✓		
3	Applying the FIFO (First In	✓		

No.	Observation Aspect	Frequently Performed	Some times Performed	Not Performed
	First Out) system in ingredient storage			
4	Labeling dates on opened or used ingredients		✓	
5	Checking food quality and safety before serving to guests		✓	
Equipment and Work place Sanitation				
1	Cleaning	✓		

No.	Observation Aspect	Frequently Performed	Some times Performed	Not Performed
	equipment before and after use			
2	Cleaning work tables before or after the production process	✓		
3	Maintaining a clean and organized work area		✓	
4	Ensuring floors are clean and not slippery		✓	

No.	Observation Aspect	Frequently Performed	Some times Performed	Not Performed
5	Providing trash bins in the kitchen area	✓		
6	Disposing of waste regularly	✓		
7	Maintaining clean and well-maintained chiller/freezer conditions		✓	

Based on Table 4, most hygiene and sanitation SOP indicators have been implemented according to operational standards, including uniform use, head cover, apron, hand washing, FIFO implementation, equipment cleanliness, and waste management. However, several indicators are not yet consistently applied, such as the use of masks and

gloves, labeling of used ingredients, food quality inspection before serving, workplace cleanliness, floor conditions, and chiller/freezer cleanliness. These findings serve as a basis for analyzing aspects that require improvement.

Analysis

Based on the interview results in Tables 1–3, the implementation of hygiene and sanitation SOPs in the pastry & bakery department has been well conducted. All informants stated that SOPs are available and understood as work guidelines. Implementation consistency is supported by supervision from supervisors, managers, and leader teams, as well as training for new employees and regular refresher training for existing employees.

In terms of personal hygiene, workplace cleanliness, and equipment sanitation, informants reported the implementation of grooming standards, proper uniform use, and equipment cleaning before and after use. Raw material management follows standards through temperature checks, expiration date monitoring, FIFO implementation, and ingredient labeling. Waste

management is conducted through waste separation and handling by licensed third parties, while guest complaints are addressed promptly through apologies and complimentary items when necessary.

However, several challenges remain, particularly during high production periods and shift changes, including unclean work areas, improperly cleaned equipment, and the use of expired raw materials. These issues indicate that the main challenge is not a lack of SOP understanding but rather consistency in implementation and coordination between shifts. Therefore, continuous supervision, refresher training, clear SOP documentation, and prioritizing hygiene in every production process are required.

To support the interview findings, direct observations were conducted on SOP implementation. The observation analysis results are presented in Table 5.

Table 5. Recapitulation of Observation Analysis Results

No.	Observed Aspect	Observation	Description
Personal			

No.	Observed Aspect	Observation	Description
Hygiene			
1	Wearing a complete and clean uniform	Compliant with SOP	Employees wear complete and clean uniforms according to standards.
2	Wearing a head cover (hat) and apron during work	Compliant with SOP	Head covers and aprons are consistently used to prevent food contamination.
3	Using masks and gloves during the production process	Not yet consistent	The use of masks and gloves is still frequently neglected.
4	Washing hands before or after	Compliant with SOP	Employees wash their

No.	Observe d Aspect	Observ ation	Descript ion
	after productio n		hands before and after the productio n process.
5	Not eating or drinking during the productio n process	Not yet consiste nt	Some employe es are still found eating or drinking in the productio n area.
6	Not using strong perfume while working	Complia nt with SOP	Employe es avoid using perfume that may affect product aroma.
7	Covering mouth or nose when coughing or sneezing	Complia nt with SOP	This practice is carried out to prevent bacterial transmis sion.
8	Maintaini ng clean and neat nails	Complia nt with SOP	Nail cleanline ss meets personal

No.	Observe d Aspect	Observ ation	Descript ion
			hygiene standard s.
Food Hygien e			
1	Checking ingredient stock and expiration dates	Complia nt with SOP	Checks are conduce d routinely before ingredien ts are used.
2	Food storage temperat ure (chiller and freezer) according to SOP	Complia nt with SOP	Storage temperat ures are monitore d regularly.
3	Implemen tation of the FIFO (First In First Out) system	Complia nt with SOP	FIFO is applied to maintain ingredien t quality.
4	Labeling dates on used ingredient s	Not yet consiste nt	Labeling has not been applied by all

No.	Observe d Aspect	Observ ation	Descript ion	No.	Observe d Aspect	Observ ation	Descript ion
			employee es.		organized work area		ss is not always maintain ed during high productio n periods.
5	Checking food quality and safety before serving	Not yet consiste nt	Some issues were found, such as less fresh fruit and foreign objects (brush hair) in bread.	4	Maintaini ng clean and non- slippery floors	Not yet consiste nt	Floor condition s are not always maintain ed, creating potential workplac e safety risks.
Equip ment and Workp lace Sanitat ion				5	Providing trash bins in the kitchen area	Complia nt with SOP	Trash bins are available accordin g to operation al needs.
1	Cleaning equipmen t before and after use	Complia nt with SOP	Equipme nt is cleaned regularly.	6	Disposing of waste regularly	Complia nt with SOP	Waste is disposed of routinely to maintain cleanline ss.
2	Cleaning work tables before or after productio n	Complia nt with SOP	Work tables are cleaned routinely.				
3	Maintaini ng a clean and	Not yet consiste nt	Workplac e cleanline				

No.	Observe d Aspect	Observ ation	Descript ion
7	Maintaini ng clean and well- maintaine d chiller/fre ezer condition s	Not yet consiste nt	Chiller and freezer cleaning is not performe d consisten tly.

Personal Hygiene

Observation results showed that the use of masks and gloves, as well as the prohibition of eating and drinking in the production area, were not consistently implemented, creating potential risks of cross-contamination. Meanwhile, uniform use, head covers, aprons, hand washing, avoiding strong perfume, covering the mouth or nose when coughing or sneezing, and nail hygiene were properly implemented.

Food Hygiene

Date labeling on opened raw materials was not consistently applied. In addition, less fresh fruit and foreign objects (brush hair) were found in bread products, indicating the need for improved food quality inspection before serving. However, stock checking, expiration date monitoring, storage temperature control, and FIFO

implementation were conducted according to SOPs.

Equipment and Workplace Sanitation

Workplace cleanliness, floor conditions, and chiller/freezer sanitation were not consistently maintained, particularly during high production periods. However, equipment and worktable cleaning, waste bin availability, and routine waste disposal were implemented according to procedures. These findings indicate that sanitation practices have generally been applied but require greater consistency to achieve optimal SOP implementation.

Discussion

Implementation of Hygiene and Sanitation Standard Operating Procedures (SOPs) in the Pastry and Bakery Department of Novotel Manado

Interview results from managerial and operational informants showed that hygiene and sanitation SOPs have been formally established as guidelines for kitchen operations. Implementation is supported through employee training, regular refresher training, and hierarchical supervision by

supervisors, managers, and team leaders. Monitoring is conducted through checklists and logbooks, including chiller and freezer temperature records and reheating food documentation, in line with Hazard Analysis Critical Control Point (HACCP) principles for food safety control.

SOP violations are handled through verbal warnings, company-based disciplinary procedures, and refresher training when non-compliance is identified. Waste management is conducted through waste separation and licensed third-party handling, while raw material control includes temperature checks, expiration date monitoring, and receiving standards.

However, differences between SOP requirements and field implementation remain, including unclean work areas during shift changes, improperly cleaned equipment, and the use of expired or contaminated ingredients. This indicates that the main challenge is not SOP availability but consistency of implementation, especially during high workloads and limited shift coordination. Overall, SOP

implementation has been conducted well but requires stronger supervision and shared responsibility to maintain consistent compliance.

Implementation of SOPs in Food Processing and Personal Hygiene at the Pastry and Bakery Department of Novotel Manado

SOP implementation in the pastry and bakery department is adjusted according to product characteristics, with specific procedures from ingredient preparation to serving to maintain food quality and safety.

All informants emphasized the importance of personal hygiene, grooming, and proper uniform use before starting work. SOP implementation also includes equipment sanitation through cleaning before and after use and sterilization using cleaning agents. Raw material storage follows SOPs through the First In First Out (FIFO) system, date labeling, and storage based on ingredient characteristics in chillers, freezers, and dry stores.

Workplace cleanliness is maintained before, during, and after production; however, consistency decreases during high production

periods. This finding is consistent with observation results in subsection 4.2.2, showing that workplace cleanliness and floor conditions were still categorized as "Sometimes Performed."

Operational supervision is conducted by team leaders who ensure workplace and equipment cleanliness and remind employees when procedures are missed. Observation results in subsection 4.2.2 also showed that mask and glove use, as well as compliance with the prohibition of eating and drinking in production areas, remained in the "Sometimes Performed" category. Therefore, mutual reminders among employees are important to improve compliance.

SOP implementation also covers production waste management. However, physical contamination, such as brush hair found in bread products, was still identified and handled through complimentary items as a service recovery effort. This highlights the need for stronger final product inspection before serving. Overall, SOP implementation in food processing and personal hygiene has

followed established guidelines and is supported by policies, training, and supervision. However, effectiveness is still influenced by employee discipline, particularly during high production periods and shift changes. Therefore, improved supervision, shift coordination, and individual compliance are needed to ensure optimal and sustainable SOP implementation.

D. Conclusion

The implementation of hygiene and sanitation Standard Operating Procedures (SOPs) in the pastry & bakery department of Novotel Manado has generally been well conducted, supported by SOP availability, training and refresher training, hierarchical supervision, personal hygiene practices, equipment sanitation, FIFO-based raw material management, waste management, and guest complaint handling. However, implementation remains inconsistent, particularly during high workloads and inadequate shift coordination, resulting in expired raw materials and improperly cleaned work areas and equipment. Therefore, improved shift supervision, employee awareness,

regular refresher training, final product inspection, and routine SOP evaluations are required to ensure consistent compliance and maintain food quality and safety.

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