

## ***ABSTRACT***

This study aims to determine the implementation of the pastry production and presentation process at Padma Hotel Bandung and identify the obstacles encountered along with the solutions implemented. The results show that the production process begins with the receipt and quality inspection of raw materials, initial preparation (*mise en place*), dough processing, baking or cooling processes according to product type, decoration or plating, and serving to guests. All stages are carried out based on applicable Standard Operating Procedures (SOPs), including the implementation of the First In First Out (FIFO) system to maintain material quality. Obstacles encountered include limited seasonal raw materials, limited equipment during high production loads, and the need for coordination between staff. The implemented solutions include ordering ingredients in advance, efficient use of ingredients, routine equipment maintenance, and the implementation of a daily inventory system. This structured and consistent implementation ensures the quality of the taste, texture, and aesthetics of pastry products are maintained, thus supporting the positive image of Padma Hotel Bandung as a five-star hotel that prioritizes quality service.

**Keywords:** Standard Operating, Pastry, Hotel, Efficiency, Service Quality