

CHAPTER V

CONCLUSIONS AND RECOMMENDATIONS

A set of Standard Operating Procedure are needed in order to make the daily tasks of the colleagues more proficient and easier. By referring to the Standard Operating Procedure, the tasks could be uniform even though it was handled by different colleagues. However the Standard Operating Procedure at The Place has not maximized yet. Some of the colleagues are more familiar to the Standard Operating Procedures more than another and a few of them might not relying on the Standard Operating Procedures as their reference and prefer to do things in a way that are more comfortable for them.

In conclusion based on the observation and questionnaire that had been done during this research, it can be said that there are a few factor that affecting the Standard Operating Procedure at The Place are the lack of comprehensive trainings and refreshments, colleagues shortage, weak managerial power, and the consideration of guest comments and complaints. It might also affected by the senior colleagues that are in charged at that particular time since the senior colleagues might have the final decision and revised the situation based on their professional judgement for what is best to be done at that particular time. It was said by one of the key performers, Ivan Mui, as a team leader that the Standard Operating Procedure can only do so much but for an extra “wow” factor it needs human touch and efforts.

By tracing the factors of that might affect the Standard Operating Procedures, it can be resolved the recommendations to improve the Standard Operating Procedures and the recommendations can be listed as below:

1. Increasing the time to do a comprehensive trainings and refreshments to all the colleagues every now and then to keep them updated to the Standard Operating Procedures.
2. Increasing the number of colleagues at The Place so that each colleagues can take their time on doing their tasks or servicing the guests and they will not do it in hurry.

3. Stricter managerial power and cut back on the leniency towards the colleagues.

The Standard Operating Procedures might be really helpful as a guidelines for the staff to do their daily tasks but still for a certain cases a more enhanced take should be made to take the service above and beyond for the guests.

