

Received : November 31, 2022

Accepted : December 21, 2022

Published : March , 2023

Conference on Community Engagement Project**<https://journal.uib.ac.id/index.php/concept>**

Standard Operating Procedures Design and Development for Alcoffee Coworking Space

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Abstract

Alcoffee Coworking Space is a halal cafe and restaurant with a blend of three cultures, namely Indonesia, Japanese and Western, and Alcoffee also presents a variety of food menus inspired by various cultures in the world. In a work activity within the company, there is a need to avoid work errors. The work errors usually do not have the SOP (Standard Operation Procedure) and this also affects the continuity and smoothness of a company. From this side it can be seen that in the SOP (Standard Operation Procedure) the company can help the company's partners as well as on the consumer or visitor side, the advantage of the SOP (Standard Operation Procedure) for the company is that the company will always be applied for its discipline while, for the visitors will get service good and comfortable so that visitors will feel satisfied with the cafe. The research subject is a waiter at Alcoffee Coworking Space and the object of his research is the SOP for service, supervision and training for customer satisfaction. Knowing the identity of the work activities of Alcoffee employees, the preparation and design of SOP that are in accordance with the needs of employees so that they can work better and efficiently according to their position. The design of the output of this activity is intended to be able to find an expected outcome. The output of this activity is to provide support to the Alcoffee Coworking Space company regarding the importance of Standard Operational Procedure for the company and especially for staff and employees. With the achievement of customer desires and satisfaction due to every good treatment from employees, it will certainly eliminate the occurrence of customer distrust of the company's image, because it is necessary to maintain the quality of each and even improve the quality of the staff so that they will always develop better.

Keywords: *Employee Management, Human Resources, Standard Operational Procedure*

Introduction

Alcoffee Coworking Space first opened in Batam on April 1, 2021, and the owner is Mr. Hendry. It is a culinary café located on Jl. Harbour Bay No. 1, Sungai Jodoh, Batu Ampar, Batam City. Visitors are drawn to the café at this time because it offers free printer, photocopying, meeting rooms, Skype rooms, and wifi, as well as locker rooms for visitors to store their belongings. As a result, every visitor can unwind with friends and family or enjoy a meal while holding brief meetings with

colleagues or coworkers. Alcoffee coworking space is a halal cafe and restaurant that combines three cultures: Indonesian, Japanese, and Western. Alcoffee also offers a variety of food menus inspired by different cultures around the world. Furthermore, Alcoffee Coworking Space provides a variety of coffee and mocktail menus. The cafe currently has 20 employees working there. Alcoffee also implements weekday operating hours of 10:00 to 22:00. Standard Operational Procedure (SOP) is a guide in the form of standard operating procedures developed by a company or organization with the intent and purpose of ensuring that all decisions and actions taken by members of the organization are carried out systematically, efficiently, and effectively to achieve optimal results. The benefits of the Standard Operational Procedure (SOP) are extremely beneficial to employees; by doing so, employees will be able to streamline time, demonstrate their sincerity at work, and reduce error rates for workers (Hutagalung & Sitorus, 2021). It can also be used as a guideline for carrying out judgmental actions on the customer service process. If employees do not carry out their duties in accordance with the attached Standard Operating Procedure (SOP), they will be paid less for their efforts. Aside from that, it can be used to predict when a system change will occur at the company (Lepkowska & Parsons, 2019). This project's output is to assist the company by making it easier for staff and workers to work better and independently, for example, not relying on other people, which most staff expect too much from their superiors, so the staff will not be able to work independently that can finance the company. By increasing accountability and documenting the attitude of special responsibility when carrying out work, staff will be able to work better in the future (Hariyanto, 2021). The research subjects are Alcoffee Coworking Space servers, and the research object is the Standard Operational Procedure (SOP) for service, supervision, and customer satisfaction training. The research site is the Alcoffee Coworking Space, which is located in Harbourbay, Batu Ampar.

Methods

The Work Practice activities are carried out by identifying the work of Alcoffee Coworking Space employees and observing and evaluating the work carried out by Alcoffee employees. After determining the identities of Alcoffee Coworking Space employees' work activities, SOPs and job descriptions will be prepared and designed in accordance with their needs so that employees can work better and more efficiently and their jobs can be completed in accordance with their positions (Ćulibrk et al., 2018). The authors presented the design results to the company's managers and directors for review and implementation after continuing the drafting and design process with testing the implementation of the Standard Operational Procedure and Job Description that had been designed at Alcoffee Coworking Space.



Picture 1: Project Activities

Source: Writer

Implementation Schedule and Budget

The first stage, which is pre-implementation, will be completed in the first three weeks of September 2022. Following the pre-implementation stages, it will undoubtedly proceed to the implementation stages for 3 weeks, 1 week in September 2022 and another 2 weeks in October 2022. The next stage is report preparation, which has been ongoing for a week as of the third week of October 2022. There are now 5 chapters, numbered Chapter I through Chapter V, with Chapter I and Chapter II being completed in October 2022 for a week on the third and fourth weeks. However, Chapters III and IV are completed in the same week, which is the first week of November 2022, while Chapter V is completed in the second week of November 2022. The final stage of this implementation process is the evaluation stage, which lasted six weeks, from the third week of November 2022 to the last week of December 2022. This PKM implementation began in the first week of September 2022 and will last until December 2022. Each activity is paired with a few expenses that are required while completing this practical report. The first activity is observation and interviewing. Three types of budgets are covered in this activity: consumption costs, transportation costs, and internet connection costs. In terms of consumption costs, each of them is IDR 50,000, for a total of ten times IDR 500,000. Transportation costs, each time using transportation will cost around IDR 60,000, and there were four trips totaling IDR 240,000. Finally, a month's worth of internet costs around IDR 150,000. The second activity is an external plan, which includes two types of budgets: a compilation of performance appraisal material costs and performance appraisal design costs, each of which costs IDR 1,000,000. External implementation assistance is the third activity. There are two types of budgets for this activity: transportation costs and internet connection costs. Transportation costs, each time using transportation will cost around IDR 60,000, and there were four trips totaling IDR 240,000. Finally, a month's worth of internet costs around IDR 150,000. The final activity is report writing, which covered consumable expenses only once, at a cost of around IDR 240,000. Finally, the internet costs around IDR 150,000 per month for the last activity, which covered consumable expenses for only once that cost around IDR 50,000 and other expenses for IDR 500,000. The total amount of money spent is IDR 3,830,000.

Result and Discussion

The output of this activity is designed to be able to find an expected output. Output This activity is designed to assist the Alcoffee Coworking Space company

in understanding the significance of Standard Operating Procedures for the company, particularly for staff and employees. An SOP's goal is to enable best practice implementation in each sector and to encourage compliance with international guidelines, saving businesses resources, minimizing problems, and increasing efficiency (Farhaeni et al., 2021). Companies that create SOPs will be able to improve the consistency of the services they provide to customers. SOPs will also be able to preserve more knowledge for future workers to use (Yuwono et al., 2019).

The findings of the report that was interviewed on Alcoffee Coworking Space in the hope that it can help to preserve an effective way of working for Alcoffee employees for the benefit of the company now and in the future. The following are some of Alcoffee Coworking Space's Standard Operating Procedures:

a. Working time

Alcoffee Coworking Space Operational Hours are divided into 2, including:

- Normal Shift (8 hours - 10 hours of operation)
- Double Shift (11 hours – 15 hours of operation)

Operational Hours of Alcoffee Coworking Space:

- Monday-Thursday Shift 1&2 : (08:00 WIB – 17:00 WIB) and (15:00 WIB – 22:00 WIB)
- Friday-Sunday Shift 1&2 : (09:00 WIB – 18:00 WIB) and (16:00 WIB - 23:00 WIB)

b. Permit Requirements

- Holidays are determined 4 times a month and can only be taken on Sunday-Friday, and requests for permits can be taken a week before the holiday.
- Holidays other than the specified schedule must be submitted by the employee concerned to the leadership within 2 days before the schedule is issued.
- Employees who have worked for more than 12 months are entitled to 12 days leave for the next 1 year.
- If an employee who arrives late will be subject to sanctions in accordance with the agreement agreed in the work contract, unless there is permission/notification for arriving late with acceptable and reasonable reasons.
- Employees are required to get permission from the SPV/Manager before leaving work.

After planning to interview Alcoffee officials as well as Alcoffee employees, the next step is to give a presentation and explain to the leaders and employees of Alcoffee Coworking Space regarding the aims and objectives of providing assistance in making SOPs for company needs. In a way that all Alcoffee employees can understand from an SOP (Standard Operational Procedure), the author has created a guidebook that contains Standard Operational Procedures to the responsibilities of each Alcoffee Coworking Space employee position, because making a guidebook will make it easier for employees who want to know more about the definition of each position and the rules of the company. Conditions after

providing an understanding of the importance of SOP (Standard Operation Procedure), the company:

1. Alcoffee Coworking Space employees find it easier to understand and understand the importance of the role of the Standard Operation Procedure in company activities.
2. It is found that Alcoffee Coworking Space is lacking in error problems due to human resources or human errors in work activities.
3. Alcoffee Coworking Space has carried out a fair and clear distribution of work so that company activities can take place more efficiently.
4. Alcoffee Coworking Space employees save time and are also more effective in promoting company promotions and customer engagement.
5. Alcoffee Coworking Space is more organized in managing employees due to clarity in company standards.

From the conditions after the implementation, there are facts that Alcoffee Coworking Space has become a better company, namely:

1. Alcoffee Coworking Space employees have become more polite and attentive to customers.
2. Alcoffee Coworking Space employees serve positively, politely with a smile.
3. Alcoffee Coworking Space employees have also become cleaner and tidier to get customer orders without many mistakes, so customers will certainly feel more comfortable and be able to enjoy services from Alcoffee Coworking Space.

Conclusions

Alcoffee Coworking Space is a halal and quality coffeeshop and restaurant. By achieving customer desires and satisfaction as a result of every good treatment from employees, this will undoubtedly eliminate the customer's distrust of the company's image, because it is necessary to maintain and even improve the quality of each staff member in order for them to always develop better. The goal of this SOP (Standard Operational Procedure) book is to serve as a guide to reduce customer dissatisfaction with services provided and products purchased/consumed (Farrah & Agustin, 2018). Alcoffee Coworking Space strives to maintain a harmonious environment in accordance with company standards. The author created a guidebook that contains Standard Operation Procedures to the responsibilities of each position of Alcoffee Coworking Space employees in a way that all Alcoffee employees can understand, because creating a guidebook will make it easier for employees who want to know more about the definition of each position and the company rules. Employees at Alcoffee Coworking Space are becoming more polite and attentive to customers, serving positively, politely, and with a smile, as well as becoming cleaner and tidier to get customer orders without many mistakes, so that customers will feel more comfortable and can enjoy service from Alcoffee Coworking Space.

Suggestion

The author wishes to convey the following suggestions and recommendations to Alcoffee Coworking Space:

1. Continue to monitor and observe the effectiveness of the SOP (Standard Operating Procedure) that has been designed, as well as provide direction to employees in carrying out work activities.
2. Employee awareness of SOP (Standard Operating Procedure) compliance can be increased by socializing SOP (Standard Operating Procedure) not only when new employees arrive, but also on a regular basis, so that employees understand the importance of SOP (Standard Operating Procedure) while working.

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