FREE SAMPLE · CONTOH GRATIS

Bali Venue SOP Kit

Free sample: one complete SOP
in English and Bahasa Indonesia

The full kit has 20 SOPs, a daily checklist, a training sign-off sheet, 200 quiz questions with answers and editable Word files.

Prepared for / Disiapkan untuk

[VENUE NAME]

Edition 1, 2026

Power or Water Outage

Who	When	Applies to
All staff, led by [SUPERVISOR]	Any power cut (PLN) or water failure	All venues

When the power or water stops, guests stay safe and calm, food stays cold and service keeps going where it safely can.

Power cut: first 5 minutes

1. Stay calm. Tell nearby guests: "We have a short power cut, please stay seated."
2. Turn on torches or phone lights. Never use candles near curtains, thatch or fuel.
3. Tell [SUPERVISOR]. They check if it is the venue only or the whole area.
4. If there is a generator, [SUPERVISOR] or a trained person starts it. Turn off big machines first.

Keep food and service safe

5. Keep fridge and freezer doors closed. A closed fridge stays cold for about 4 hours.
6. Stop cooking anything that needs power you do not have. Offer cold drinks and simple items.
7. Card terminal offline: take payment by QRIS on a phone with mobile data.
8. Write every order and payment on paper until the system is back.

Water failure

9. Check the tank level and the pump. If the pump has no power, it will not fill.
10. Save water: close guest taps and stop washing dishes until water is back.
11. Use sealed water for drinks, ice and handwashing in the kitchen. Never use pool water.
12. If toilets cannot flush, close them and put a sign up.

When it comes back

13. Turn machines on one at a time. Check fridge temperatures and write them down.
14. Throw away chilled food that was above 5°C for more than 2 hours.

Keep ready

- Charged torches, a power bank and a paper order pad.
- PLN outage number and [MANAGER PHONE] by the door.

Never do this

× Do not open fridges to check them again and again.
× Do not touch the generator, fuel or switchboard unless you are trained.
× Do not let guests use the pool in the dark.
× Do not serve food you are not sure is safe.

Call for help: Call [SUPERVISOR] at once, and [MANAGER PHONE] if the outage lasts more than 1 hour or there is smoke, sparks or a burning smell.

Listrik atau Air Mati

Siapa	Kapan	Berlaku untuk
Semua staf, dipimpin [SUPERVISOR]	Setiap listrik padam (PLN) atau air mati	Semua tempat usaha

Saat listrik atau air mati, tamu tetap aman dan tenang, makanan tetap dingin dan pelayanan tetap jalan selama aman.

Listrik padam: 5 menit pertama

1. Tetap tenang. Sampaikan ke tamu: "Listrik padam sebentar, silakan tetap duduk."
2. Nyalakan senter atau lampu HP. Jangan pakai lilin dekat tirai, atap alang-alang atau bahan bakar.
3. Lapor ke **[SUPERVISOR]**. Supervisor cek apakah hanya di sini atau seluruh area.
4. Kalau ada genset, **[SUPERVISOR]** atau orang yang terlatih yang menyalakannya. Matikan mesin besar dulu.

Jaga makanan dan pelayanan

5. Pintu kulkas dan freezer tetap tertutup. Kulkas tertutup tetap dingin sekitar 4 jam.
6. Hentikan masakan yang butuh listrik. Tawarkan minuman dingin dan menu sederhana.
7. Mesin kartu mati: terima pembayaran lewat QRIS di HP yang punya data seluler.
8. Tulis semua pesanan dan pembayaran di kertas sampai sistem nyala lagi.

Air mati

9. Cek isi tandon dan pompa. Kalau pompa tidak ada listrik, tandon tidak terisi.
10. Hemat air: tutup keran tamu dan hentikan cuci piring sampai air kembali.
11. Pakai air tersegel untuk minuman, es dan cuci tangan di dapur. Jangan pernah pakai air kolam.
12. Kalau toilet tidak bisa disiram, tutup dan pasang tanda.

Saat kembali normal

13. Nyalakan mesin satu per satu. Cek suhu kulkas dan catat.
14. Buang makanan dingin yang lebih dari 2 jam berada di atas 5°C.

Selalu siap

- Senter yang sudah dicas, power bank dan buku pesanan kertas.
- Nomor pengaduan PLN dan **[MANAGER PHONE]** di dekat pintu.

Jangan pernah

- × Jangan buka kulkas berulang kali untuk mengecek.
- × Jangan sentuh genset, bahan bakar atau panel listrik kalau belum terlatih.
- × Jangan biarkan tamu berenang dalam gelap.
- × Jangan sajikan makanan yang tidak yakin aman.

Minta bantuan: Segera hubungi **[SUPERVISOR]**, dan **[MANAGER PHONE]** kalau padam lebih dari 1 jam atau ada asap, percikan api atau bau terbakar.