

## **ABSTRAK**

Tujuan dari penulisan Tugas Akhir ini adalah untuk mengetahui bagaimana Standar Operasional Prosedur seorang *Bellboy* Pada *Front Office Department* di Singgasana Hotel Surabaya. Penulis melakukan pengamatan untuk mengetahui Standar Operasional Prosedur *Bellboy* di Singgasana Hotel Surabaya. Penulis dapat menyimpulkan bahwa *Bellboy* sangat berperan penting di dalam penanganan pengantaran dan penjemputan tamu baik saat tamu *check in* dan *check out*. Standar Operasional Prosedur *Bellboy* di Singgasana Hotel Surabaya dapat mempermudah *Bellboy* dalam menjalankan tugas dan tanggung jawabnya di saat operasional berlangsung. Standar Operasional Prosedur yang ada di lapangan lebih kompleks dari pada yang ada di teori.

Kata Kunci : Hotel, *Bellboy*, Standar Operasional Prosedur.

## **ABSTRACT**

*The purpose of writing this Final Project is to find out how the Standard Operating Procedures of a Bellboy at the Front Office Department at Singgasana Hotel Surabaya. The author made observations to find out the Bellboy Standard Operating Procedures at the Singgasana Hotel Surabaya. The author can conclude that Bellboy plays an important role in handling the delivery and pickup of guests both when guests check in and check out. Bellboy Standard Operating Procedures at Singgasana Hotel Surabaya can make it easier for Bellboy to carry out their duties and responsibilities during operations. Standard Operating Procedures in the field are more complex than those in theory.*

*Keywords: Hotel, Bellboy, Standard Operating Procedure*