

ABSTRAK

Penulisan tugas akhir ini bertujuan untuk mengetahui SOP (*Standard Operating Procedure*) *guest laundry* di HARRIS Hotel & Conventions Surabaya. Penulis mempergunakan jenis penelitian diskriptif kualitatif dengan sumber data observasi langsung karena penulis bekerja sebagai *staff laundry attendant*. penulis menyimpulkan bahwa dengan adanya *Standard Operating Procedure Guest laundry* Di Harris Hotel & Conventional Surabaya, maka *laundry attendant* dapat lebih mudah dalam menjalankan pekerjaannya yang meliputi *pick up laundry, marking, sortir, washing, drying, pressing*, dan *packaging* sampai *laundry* di kirim kembali ke tamu dalam kondisi yang bagus dan yang sesuai keinginan tamu tersebut

Kata kunci : *Standard Operational Procedure, Guest laundry, Hotel*

ABSTRACT

This final project writing aims to determine the SOP (Standard Operating Procedure) guest laundry at HARRIS Hotel & Conventions Surabaya. The writer uses descriptive qualitative research with direct observation data sources because the writer works as a laundry attendant staff. The author concludes that with the Guest Laundry Standard Operating Procedure at Harris Hotel & Conventional Surabaya, laundry attendants can more easily carry out their work which includes pick up laundry, marking, sorting, washing, drying, pressing, and packaging until the laundry is sent back to guests are in good condition and according to the guest's wishes

Keywords: Standard Operating Procedure, Guest laundry, Hotel