

ABSTRAK

Penulis mengambil judul Standar Operasional Prosedur *bellboy* di Kampi hotel Surabaya, dengan tujuan untuk mengetahui SOP *bellboy* yang sudah dibuat oleh manajemen Kampi Hotel Surabaya dan diharapkan bisa mempraktekkannya dengan baik. Penelitian ini mempergunakan metode observasi dengan terjun secara langsung ke lapangan. Penulis dapat menyimpulkan, bahwa Standar Operasional Prosedur *Bellboy* di Kampi Hotel Surabaya meliputi Standar Operasional Prosedur tentang pelayanan kepada tamu mulai dari tamu *check in* sampai dengan *check out*. Dengan adanya Standar Operasional Prosedur, dapat mempermudah tugas dan tanggung jawab serta bisa menghindari kesalahan.

Keywords : SOP, *Bellboy*, *Front Office*

ABSTRACT

The author takes the title Standard Operating Procedure Bellboy in Surabaya hotel camp, with the aim to find out the Bellboy SOP that has been made by Surabaya hotel camp management and is expected to practice it well. This research use the method of observation by jumping directly into the field. The author can conclude, that the standard operating procedures for bellboy at the Kampi Hotel Surabaya include the standard operational procedures for services to guests ranging from guest check in to check out. With the standard operational procedures, can simplify the duties and responsibilities and can avoid mistakes.

Keywords : SOP, Bellboy, Front Office