

## ABSTRAK

Tujuan penulisan Tugas Akhir ini untuk mengetahui *Standard Operational Procedure "First Aid"* di RedDoorz Hotel Jawa Timur. Penulis bekerja di RedDoorz Hotel Jawa Timur sebagai *Operational Executive* di department *Quality and Training* melakukan pengamatan tentang *standard operational procedure first aid* di RedDoorz Hotel Jawa Timur. Penulis dapat menarik kesimpulan bahwa, *standard operational procedure first aid* di RedDoorz Hotel Jawa timur meliputi *first aid* untuk pingsan , luka bakar dan tersedak.

Kata kunci: *Standard operational procedure, first aid*

## *ABSTRACT*

*The purpose of writing this Final Project is to know the Standard Operational Procedure "First Aid" at RedDoorz Hotel East Java. The author works at RedDoorz Hotel East Java as an Operational Executive in the Quality and Training department to observe standard operational first aid procedure at RedDoorz Hotel East Java. It can be concluded that, the standard operational procedure first aid at RedDoorz Hotel East Java includes first aid for fainting, burns and choking.*

*Key words: Standard operational procedure, first aid*