

ABSTRAK

Dalam Tugas Akhir ini penulis mengambil judul penerapan prosedur *lost and found* pada hotel 88 embong malang dengan tujuan untuk mengetahui standar operasional prosedur dalam penanganan *lost and found*. Metode dalam penulisan Tugas Akhir ini deskriptif kualitatif, dimana data yang diperoleh berdasarkan data-data perusahaan, dan melakukan observasi secara langsung ke perusahaan yaitu Hotel 88 Embong Malang Surabaya. Hasil dari penulisan Tugas Akhir yang berjudul penerapan prosedur *lost and found* pada hotel 88 embong malang adalah standar operasional prosedur *lost and found* yang dimiliki tidak berjalan dengan semestinya, karena keterbatasan fasilitas yang diberikan oleh pihak manajemen hotel, serta kurangnya rasa tanggung jawab yang dimiliki seorang petugas *Housekeeping*, khususnya *order taker*. Karena pada kenyataan yang terjadi penanganan *lost and found* menjadi tanggung jawab semua petugas *housekeeping* yang seharusnya hanya menjadi tanggung jawab *order taker*.

Kata kunci : *Lost and found*, standar prosedur, *order taker*

ABSTRACT

In this Final Project the author takes the title of the application of lost and found procedures in 88 embong malang hotels with the aim of knowing the standard operating procedures in handling lost and found. The method in writing this Final Project is descriptive qualitative, where the data obtained is based on company data, and make observations directly to the company, namely Hotel 88 Embong Malang Surabaya. The results of the writing of the Final Project entitled the application of lost and found procedures in 88 embong malang hotels is that the operational standard of lost and found procedures does not work properly, due to the limited facilities provided by the hotel management, as well as the lack of a sense of responsibility possessed by an officer Housekeeping, especially order takers. Due to the fact that handling lost and found is the responsibility of all housekeeping officers who should only be the responsibility of the order taker.

Keywords: Lost and found, standard procedures, order takers