

ABSTRACT

Writing a final project entitled Standard Operational Procedure for Handling Guest Laundry aims to find out how the Standard Operational Procedure for Handling Guest Laundry at Crown Prince Hotel Surabaya. The author uses a qualitative descriptive research type direct observation data sources when carrying out field work practices 4 months at the Crown Prince Hotel Surabaya. The author concluded that there was already a Standart Operational Procedure handling the guest laundry on crown prince hotel surabaya starting from the guest laundry taking to the delivery of the guest laundry in a clean and tidy state as guest expect.

Keywords : Standard Operational Procedure, Guest Laundry, Hotel

ABSTRAK

Penulisan Tugas Akhir yang berjudul *Standard Operational Procedure* Penanganan *Guest Laundry* bertujuan untuk mengetahui bagaimana *Standard Operational Procedure* Penanganan *Guest Laundry* pada Crown Prince Hotel Surabaya. Penulis mempergunakan jenis *Penelitian Diskriptif Kualitatif* dengan sumber data observasi langsung pada saat menjalankan Praktik Kerja Lapangan selama 4 bulan pada Crown Prince Hotel Surabaya. Penulis menyimpulkan bahwa sudah ada *Standard Operational Procedure* Penanganan *Guest Laundry* pada Crown Prince Hotel Surabaya mulai dari pengambilan *Guest Laundry* sampai pengiriman *Guest Laundry* dalam keadaan bersih dan rapi seperti tamu harapkan.

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