

## DAFTAR ISI

SAMPUL DALAM .....	i
HALAMAN PERSETUJUAN .....	ii
HALAMAN PENGESAHAN .....	iii
PERNYATAAN .....	iv
KATA PENGANTAR .....	v
DAFTAR ISI .....	vii
DAFTAR GAMBAR .....	ix
ABSTRAK .....	x
ABSTRACT .....	xi
BAB I PENDAHULUAN	
A.Latar Belakang Masalah.....	1
B.Rumusan Masalah .....	2
C.Tujuan dan Manfaat Penelitian .....	3
BAB II LANDASAN TEORI	
A.Pengertian Hotel .....	4
B.Kenyamanan.....	5
C.Pengertian Komunikasi .....	6
D.Housekeeping.....	8
E.Room Attendant(Room boy) .....	9
F.Standar Operasional Prosedur Room Attendant .....	12
G.Pengertian Make up Room(Pembersihan Kamar) .....	14
H.Standar Operasional Prosedur Make up room.....	14

I. Standar Operasional Making the bed Three Sheet .....	17
J. Making the bed with Duvet .....	18
BAB III PEMBAHASAN	
A. Tinjauan Umum .....	19
B. Tinjauan Khusus.....	39
C. Pembahasan.....	48
BAB IV PENUTUP	
A. Kesimpulan.....	55
B. Saran.....	55
DAFTAR PUSTAKA.....	56
Lampiran.....	57

## DAFTAR GAMBAR

Gambar 3.1 <i>Front of the Hotel</i> .....	21
Gambar 3.2 <i>Lobby Area</i> .....	21
Gambar 3.3 <i>Front desk</i> .....	22
Gambar 3.4 <i>Smoking area</i> .....	22
Gambar 3.5 <i>lobby lounge</i> .....	23
Gambar 3.6 <i>Restaurant chamas</i> .....	23
Gambar 3.7 <i>Restaurant 209 Dining</i> .....	24
Gambar 3.8 <i>Ballroom</i> .....	25
Gambar 3.9 <i>Meeting room</i> .....	26
Gambar 3.10 <i>Flex and fit health club</i> .....	26
Gambar 3.11 <i>Playground</i> .....	27
Gambar 3.12 <i>Spa</i> .....	27
Gambar 3.13 <i>Chapel wedding</i> .....	28
Gambar 3.14 <i>Pool</i> .....	28
Gambar 3.15 <i>Xiang fu hai Restaurant</i> .....	28
Gambar 3.16 <i>Executive lounge</i> .....	29
Gambar 3.17 <i>Vasa president suite room</i> .....	30
Gambar 3.18 <i>Apartement room</i> .....	31
Gambar 3.19 <i>Select room</i> .....	34
Gambar 3.20 <i>Brecia suite room</i> .....	35
Gambar 3.21 <i>Glassier suite room</i> .....	35
Gambar 3.22 <i>Executive room</i> .....	36
Gambar 3.23 <i>Royal suite room</i> .....	37
Gambar 3.24 <i>Struktur Organisasi</i> .....	39
Gambar 3.25 <i>Towel art</i> .....	51
Gambar 3.26 <i>Gambar grooming</i> .....	54