

DAFTAR ISI

SAMPUL DALAM.....	i
KATA PENGANTAR	iv
PERNYATAAN.....	vi
DAFTAR ISI.....	vii
DAFTAR GAMBAR	ix
<i>ABSTRACT</i>	x
ABSTRAK	xi
BAB I PENDAHULUAN	1
A. Latar Belakang	1
B. Rumusan Masalah	3
C. Tujuan dan Manfaat Penulisan	3
BAB II LANDASAN TEORI	4
A. Pengertian Housekeeping.....	4
1. Pengertian Housekeeping.....	4
2. Pembagian <i>Section Housekeeping Department</i>	5
B. <i>Standard Operating Procedure (SOP)</i>	7
1. Pengertian <i>Standard Operating Prosedur (SOP)</i>	7
2. Tujuan <i>Standard Operating Procedure (SOP)</i>	9
3. <i>Standard Operating Procedure</i> Pembersihan Kamar.....	10
C. <i>Standard Operating Procedure (SOP)</i> Pembersihan Kamar.....	13
1. <i>Standard Operating Procedure</i> Pembersihan Kamar <i>Vacant Dirty</i>	13
2. <i>Standard Operating Procedure</i> Pembersihan Kamar <i>Occupaid Room</i> atau <i>Stay Over</i>	16
BAB III PEMBAHASAN	19
A. Tinjauan Umum.....	19
1. Profil Perusahaan	19
2. Struktur Organisasi Hotel Oakwood Surabaya	Error! Bookmark not defined.
B. Pembahasan	28

1. <i>Cleaning Guest Room Check Out</i>	28
2. <i>Cleaning Guest Room Occupied</i>	35
3. <i>Cleaning Room Vacant</i>	43
C. Kendala Dan Solusi	50
1. Kendala	50
2. Solusi.....	50
BAB IV PENUTUP	51
A. Kesimpulan	51
B. Saran	51
DAFTAR PUSTAKA	
LAMPIRAN	

DAFTAR GAMBAR

Gambar 3. 1. <i>Lobby Hotel</i>	21
Gambar 3. 2. <i>One Bedroom</i>	22
Gambar 3. 3. <i>Two Bedroom</i>	22
Gambar 3. 4. <i>Studio Superior</i>	23
Gambar 3. 5. <i>Studio Deluxe</i>	23
Gambar 3. 6. <i>Spice Restaurant</i>	24
Gambar 3. 7. <i>Bar</i>	24
Gambar 3. 8. <i>Swimming Pool</i>	25
Gambar 3. 9. <i>Gym</i>	25
Gambar 3. 10. <i>Struktur Organisasi Houskeeping Department</i>	26