

ABSTRACT

The purpose of writing this Final Project is to find out the Standard Operational Procedure of the Receptionist in providing services to guests at Haidilao Hotpot Restaurant Surabaya. The author works as a staff Receptionist at Haidilao Hotpot Restaurant and makes observations from September 2022 to January 2023. The author can conclude that the Standard Operational Procedure is a guideline for Receptionist in providing service in welcoming guests at the entrance , escorting guest to the table, and helping guests sit down.

Keywords : Standard Operational Procedure, Receptionist, Restaurant.

ABSTRAK

Tujuan penulisan Tugas Akhir ini adalah untuk mengetahui *Standard Operational Procedure Receptionist* dalam memberikan pelayanan kepada tamu di Haidilao *Hotpot Restaurant* Surabaya. Penulis bekerja sebagai *staff receptionist* di Haidilao *Hotpot Restaurant* dan melakukan pengamatan pada bulan September 2022 sampai Januari 2023. Penulis dapat menyimpulkan bahwa *Standard Operational Procedure* menjadi pedoman bagi *Receptionist* dalam memberikan pelayanan dalam menyambut tamu didepan pintu masuk, mengantarkan tamu ke meja, dan membantu tamu duduk.

Kata kunci : *Standard Operational Procedure, Receptionist, Restaurant.*