

INTISARI

Tugas Akhir ini mengkaji tentang bagaimana *Standard Operational Procedure* penanganan *check-in* dan *check-out* di Hotel Horison Ultima Riss Yogyakarta serta kendala yang sering terjadi beserta solusi yang bisa diterapkan oleh *staff Guest Service Agent* di Departemen *Front Office*.

Penulisan penelitian ini menggunakan metode deskriptif kualitatif yang dilakukan dengan pengamatan secara sengaja di lapangan dan dengan data-data yang dikumpulkan melalui berbagai informasi dan literatur yang dibaca oleh penulis.

Standard Operational Procedure dibuat oleh manajemen Hotel Horison Ultima Riss Yogyakarta untuk karyawan agar bekerja dengan baik dan benar sehingga terhindar dari kesalahan-kesalahan fatal yang dapat merugikan perusahaan. Selain itu, *Standard Operational Procedure* juga berfungsi sebagai antisipasi permasalahan yang mungkin terjadi terutama ketika proses *check-in* dan *check-out*.

Kata kunci : *check-in*, *check-out*, *guest service agent*, prosedur, Hotel Horison.

ABSTRACT

This graduating paper aims to explain about how Standard Operational Procedure handles check-in and check-out at Horison Ultima Riss Hotel Yogyakarta as well as the obstacle that often occur also the solution that can be applied by staff Guest Service Agent in Front Office Department.

The writing of this research using descriptive qualitative method which is done by intentional observation in field and with several data collected through various information and literature read by the author.

Standard Operational Procedure is made by Horison Ultima Riss Hotel Yogyakarta management for employees to work properly and correctly with the result that to avoid several mistakes that can harm the company. In addition, Standard Operational Procedure also has the function as an anticipation of problems that may occur especially when the check-in and check-out process.

Keywords : check-in, check-out, guest service agent, procedure, Horison Hotel.