

ABSTRACT

This study discusses how the standard operational check-in and check-out procedures exist in the front office department at Hotel de Braga by Arotel and also how the application of standard operating procedures for check-in and check-out applies to the front office department of Hotel de Braga by Artotel. Therefore, the authors want to examine how the check-in and check-out procedures are and how they are implemented from the applicable check-in and check-out procedures because the authors often encounter discrepancies between the check-in and check-out procedures that have been established and also the applicable standard operating procedures. This research was conducted using qualitative research methods with descriptive studies. Data collection techniques in this study are literature study techniques and field studies. From the results of this study, a 1. Standard operating procedures regarding check-in and check-out in this study are SOP check-in and check-out, 2. Implementation of SOPs that researchers have observed can be concluded that the implementation of SOPs is good enough, but there are two points that make SOPs become burdened, namely hotel membership programs which cause time inefficient because the membership registration process takes time.

Keyword: Front office, de Braga by Arotel, Standard Operating Procedures