

ABSTRACT

This study aims to identify and analyze front office department and standard operating procedure at Verona Palace Bandung. The methods used are observation, interview, and literature study of check-in standard operating procedure at Verona Palace Hotel Bandung. The Result from three methods shows that the standard operating procedure is not working as it should be, because front office department forgot to fill the registration card, force the guest to pay by cash, and asks the credit limit with the high volume, and didn't mentioned the name of guest when asking about the room payment. Therefore, Verona Palace Hotel Bandung frequently hold a in-house training to support standard operating procedure to function properly.

Keywords: Standard Operating Procedure, trainee.

