

ABSTRACT

Located in Negeri Sembilan, Nilai Springs Resort Hotel Malaysia close to KLIA (Kuala Lumpur Airport) that flight delay guest stay in the hotel frequently. Flight Delay Guest is one kind of guest who got flight delayed, this guest divided by two types, which is Delayed Guest and STPC (Stopover Paid by Carrier). By the presence of Flight Delay Guest, Nilai Springs Resort Hotel Malaysia must give special service to the guest, especially service from Front Office. Special service that given to this guest at Front Office such as check in and check out. Front Office at Nilai Springs Resort Hotel Malaysia already had the Standard Operating Procedure (SOP) for check in dan check out generally, however, Standard Operating Procedure for flight delay guest does not exist yet. The absence of this SOP make the check in and check out process hunged up because lack of employee who handle the service and there is a difference service that given by employee, as of this research done to make SOP Check In and Check Out for Flight Delay Guest. Methodes that used to do this research is descriptive qualitative, technique for data collection with observation, interview, and literature review directly at Front Office department. This research produce SOP that can be used for Check In and Check Out services of Flight Delay Guest in order to make the services obvious and there is uniformity for the services that given by the employees.

Keyword: Service Procedure, Flight Delay Guest, Nilai Springs Resort Hotel.