

ABSTRACT

Hospitality industry is one of the categories in the field of services that provide services including lodging, restaurants, event performances, entertainment, transportation access and is often even used as a business affair to other additional fields included in tourism. Front Office Department is an important element found in the hotel industry, this is because this department plays a major role in the guest service process with a capable ability to respond to guest needs requests. The services provided by the hospitality industry are expected to meet and provide satisfaction for guests during their stay at the hotel. The purpose of this overview is to determine the application of Standar Operational Procedures (SOP) in the Front Office department at Hyatt Regency Yogyakarta. The research method used is descriptive qualitative method, while data collection techniques are carried out by observation, interviews and library studies. The results of the descriptive research are about SOP in the Front Office department and their implementation.

Keywords: Hospitality, Front Office, Standar Operational Procedures (SOP)