**DAFTAR ISI**

HALAMAN JUDUL i

LEMBAR PERSETUJUAN ii

LEMBAR PENGESAHAN iii

MOTTO iv

ABSTRACT v

ABSTRAK vi

BIOGRAFI vii

KATA PENGANTAR viii

DAFTAR ISI x

DAFTAR TABEL xii

DAFTAR GAMBAR xiii

**BAB I PENDAHULUAN** 1

* 1. Latar Belakang ......................................................................... 1
  2. Identifikasi Masalah ................................................................ 5
  3. Batasan Masalah....................................................................... 5
  4. Rumusan Masalah .................................................................... 5
  5. Tujuan Penelitian .................................................................... 5
  6. Manfaat Penelitian .................................................................... 6

**BAB II LANDASAN TEORI** ...................................................................... 7

2.1 Pariwisata .................................................................................. 7

2.2 Hotel .......................................................................................... 8

2.3 Departmen Housekeeping ......................................................... 8

2.4 Ruang Lingkup Kegiatan Housekeeping .................................. 10

2.5 Room Attendany ....................................................................... 11

2.6 Pembersihan Kamar Tamu ........................................................ 13

2.7 Standard Operational Prucedure (SOP) .................................... 14

**BAB III METODOLOGI PENELITIAN ...................................................** 18

3.1 Lokasi dan Waktu Pelaksanaan ................................................. 18

3.2 Metodologi Penelitian ............................................................... 19

3.3 Sumber Data .............................................................................. 19

3.4 Teknik Pengumpulan Data ........................................................ 19

3.5 Teknik Analisis Data ................................................................. 20

**BAB IV HASIL DAN PEMBAHASAN ......................................................** 21

4.1 Gambaran Umum ...................................................................... 21

4.1.1 Sejarah Accor Hotel ...................................................... 21

4.1.2 Tipe Accor Hotel ........................................................... 25

4.1.3 Sejarah Novotel ............................................................. 29

4.1.4 Sejarah Hotel Novotel Manado ..................................... 30

4.1.5 Tipe Kamar dan Jumlah Kamar .................................... 31

4.1.6 Fasilitas Penunjang ........................................................ 33

4.1.7 Visi dan Misi ................................................................. 33

4.1.8 Struktur Organisasi Housekeeping ............................... 34

4.1.9 Tugas dan Tanggung Jawab .......................................... 34

4.2 Hasil Pembahasan ..................................................................... 35

4.2.1 Standart Operational Procedure .................................... 35

4.2.2 Standar Kebersihan Kamar ............................................ 40

**BAB V PENUTUP** ....................................................................................... 42

5.1 Kesimpulan ............................................................................... 42

5.1 Saran .......................................................................................... 42

**DAFTAR PUSTAKA**

**LAMPIRAN**