

ABSTRACT

This study aims to develop a documented and integrated Standard Operating Procedure (SOP) for the room division at Hotel Lingian, which serves as a laboratory hotel at Telkom University. The background of this research highlights the urgent need for SOPs to enhance operational efficiency, service consistency, and safety, given that Hotel Lingian also functions as a practical training ground for D3 Hospitality students. The absence of SOPs in the room division has led to various issues, such as service inconsistencies, low efficiency, difficulties in training staff and students, and increased risks to safety and security. To address these challenges, the study employs field observation and interviews with hotel staff and hospitality experts. The collected data is then compared with international hospitality industry standards. The findings indicate that the lack of documented SOPs impedes smooth hotel operations and reduces service quality. The developed SOPs, aligned with international hospitality standards and approved by relevant stakeholders, are expected to improve operational efficiency, task effectiveness, and service consistency at Hotel Lingian. Additionally, these SOPs serve as practical guidelines for students, aiding them in understanding and applying relevant hospitality procedures for their future careers.

Keywords: *Standard Operating Procedures, Hotel Lingian, Room Division, Laboratory Hotel, Hospitality*