

# PENGEMBANGAN ALAT PENILAIAN PRAKTIK *TURN DOWN SERVICE* BERBASIS STANDAR OPERASIONAL PROSEDUR HOTEL DI SMK 45 LEMBANG

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## ABSTRAK

Penelitian ini beranjak dari alat penilaian *turn down service* yang kurang sesuai dengan Standar Operasional Prosedur hotel di SMK 45 Lembang. Pengembangan dilakukan pada tahap penilaian praktik yang meliputi tahap persiapan, tahap proses kerja dan hasil praktik. Alat penilaian akan digunakan sebagai acuan dalam penilaian praktik *turn down service*. Penelitian ini bertujuan untuk mengidentifikasi alat penilaian *turn down service*, mengembangkan alat penilaian praktik *turn down service* yang meliputi tahap persiapan, tahap proses kerja dan hasil praktik, dan melakukan uji kelayakan alat penilaian praktik *turn down service* melalui *expert judgement*. Penelitian ini menggunakan metode Penelitian dan Pengembangan (R&D) dengan model ADDIE, namun penelitian ini hanya melalui tahap *Analysis, Design, and Development*. *Expert Judgement* terdiri dari satu orang ahli *assessment*, Guru Menyiapkan Kamar Tamu dan *Supervisor* Hotel. Hasil temuan menunjukkan bahwa pengembangan alat penilaian praktik *turn down service* berbasis Standar Operasional Prosedur hotel yang meliputi tahap persiapan, tahap proses kerja dan tahap hasil praktik berada pada kriteria sangat layak. Rekomendasi yang dapat disampaikan kepada guru mata pelajaran menyiapkan kamar tamu diharapkan dapat mengaplikasikan alat penilaian yang telah dikembangkan. Bagi peneliti selanjutnya dapat melakukan implementasi dan analisis terhadap alat penilaian praktik *turn down service*.

**Kata Kunci:** Pengembangan, Alat Penilaian Praktik (*Performance Assessment*), *Turn Down Service*, Standar Operasional Prosedur Hotel

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**DEVELOPMENT OF TURN DOWN SERVICE PRACTICE ASSESSMENT  
BASED ON OPERATIONAL STANDARD PROCEDURES  
HOTEL IN SMK 45 LEMBANG**

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**ABSTRACT**

*This research from the turn down service including that is less in accordance with Standard Operating Procedure hotel in SMK 45 Lembang. Development is carried out at the stage of practice assessment which includes the preparation phase, processing phase and results phase. Assessment will be used as a reference in the assessment of turn down service practices. This research aims to identify turn down service including, development turn down service including preparation phase, processing and result phase, and conducted expert judgment. This research uses Research and Development (R & D) method with ADDIE model, but this research is only through Analysis, Design, Development. Expert Judgment was done by Assessment Expert, Academician in Guest Room Preparations Subject Teacher, and Hotel Supervisor Expert. Findings of this research that the development of turn down service based on Standard Operational Procedure The hotel procedure covering preparation phase, processing phase and result phase, has a very proper criteria since. Recommendation that can be submitted to the subject teachers preparing guest rooms are expected to apply assessment that have been developed. For the next researcher can perform the implementation and analysis of including of turn down service.*

**Keywords:** *Development, Performance Assessment, Turn down Service, Standard Operating Procedure Hotel*

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