

**THE ANALYSIS OF THE ACADEMIC THEORIES AND THE PRACTICAL  
APPLICATION OF STANDARD OPERATING SYSTEM IN THE HOTELS:  
CASE SGU Vs HOTEL "A", "B", "C"**

By

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### STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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## ABSTRACT

### THE ANALYSIS OF THE ACADEMIC THEORIES AND THE PRACTICAL APPLICATION OF STANDARD OPERATING SYSTEM IN THE HOTELS: CASE SGU Vs HOTEL “A”, “B”, “C”

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The hospitality industry is a business industry that needs trained people who are experts in the area. Trained people mean those who have learned the basic knowledge, skill, and attitude of the industry from any hospitality academic institution. However, sometimes the lessons delivered differ from the practical application. One simple sample of the distinction is different kind of Standard Operating System or Standard Operating Procedure (SOP) in different hotels.

This thesis is aimed of acknowledging the differences of SOP that appear in the academic institution, SGU, and in the working/practical situation. It relates to the second purpose of the research, which is to decide whether the curriculum prepared by SGU is sufficient for the needs of the industry. At the same time, it also analyzes the role of knowledge, skills, and attitude both in academic and practical/working performance.

SGU as academic institution had prepared the students with basic knowledge, skills, and attitudes before they enter the practical situation. The lessons that are prepared by SGU are partly useful for the internship, yet partly are found to be only a requirement of the curriculum of management study. From all these things, the students considered attitude as the most important competency within the academic situation, while skill is the most important competency within the practical situation.

The role of knowledge somehow remains on the middle position between skills and attitude.

### DEDICATION

I dedicate this thesis to my university, Swiss German University, to inform and remind the committee of the importance of Room Division curriculum for Hotel & Tourism Management.

I also dedicate this thesis to educators, especially lectures of Hotel & Tourism Management, so that they will improve their motivation on educating their students with new ideas of learning methods.

Last but not least, I want to dedicate this thesis to my family and friends for being supportive to me through the writing and research process.



SWISS GERMAN UNIVERSITY

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First of all, give thanks to Jesus Christ who has always been there for her through her ups and down. He guides her through her hard times and always shows her the answers that she needed.

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Thank you to her best friends, especially Aswanti, Ayliana, and Rania, who have always cheers her up when she did not know where to head and what to decide.

Great thanks to the Hotel & Tourism Management 2005 students for being her friend through these harsh four years, giving her lessons on being tough and be a better person.

Thanks to her advisor, Munawaroh Zainal, SE., MM., for being her listener through her hard times, and for the comfort sharing moments that they had together.

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Last but not least to all parties who had involved in the writing process. The 4th semester students of Hotel & Tourism Management in SGU, Hotel A, Hotel B, and Hotel C for helping this thesis to be conducted.

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