

**ANALISIS OPERASIONAL *RECEIVING***  
**DALAM MENJALANKAN *GOLDEN RULES***  
**DI FAVE HOTEL RUNGKUT SURABAYA**

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**ABSTRAK**

Laporan Kerja Lapangan (LKL) ini bertujuan untuk mengetahui *golden rules* dalam penerimaan bahan yang dilakukan oleh *receiving departement* di Fave Hotel Rungkut Surabaya. Laporan ini akan membahas bagaimana Operasional *Receiving* dalam mengimplemetasi *golden rules* yang ada di Fave Hotel Rungkut Surabaya. Bagaimana pekerjaan yang dilakukan oleh bagian *receiving* perusahaan dapat mempengaruhi suatu kualitas barang/bahan, baik dalam penerimaan dan penyimpanan suatu bahan/barang tersebut. Berdasarkan pengalaman selama melakukan praktik kerja lapangan ada beberapa *golden rules* yang tidak diterapkan dengan baik, karena adanya kendala tertentu. Sehingga perlu dilakukannya evaluasi terhadap penerapan *golden rules* yang benar sehingga pekerjaan dapat lebih baik efektif dan efisien.

Kata kunci: *Operational Receiving, Golden rules, Hotels*

**OPERATIONAL ANALYSIS OF RECEIVING  
CURRYING OUT GOLDEN RULES  
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**ABSTRACT**

*This Field Work Report (LKL) aims to find out the golden rules in receiving materials carried out by the receiving department at Fave Hotel Rungkut Surabaya. This report will discuss how Receiving operations in implementing the golden rules at Fave Hotel Rungkut Surabaya. How's the job carried out by the receiving company can affect the quality of the goods/materials, both in receiving and storing the materials/goods. Based on experience during field work practices, there are several golden rules that are not implemented properly, due to certain constraints. So it is necessary to evaluate the correct application of the golden rules so that work can be more effective and efficient.*

Keywords: *Operational Receiving, Golden rules, Hotels*