

Laundry Section Collaboration With Front Office Department In Conducting Guest Laundry Billing Process at Tentrem Hotel Semarang

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Abstract. *This final project aims to describe the collaboration of laundry section with front office department and describe the constraints that occur between the collaboration of the laundry section and the front office department in conducting guest laundry billing process at the Tentrem Hotel Semarang. The existence of cooperation constraints between the Front Office and Housekeeping raises problems that can cause guest complaints. Therefore, it is necessary to have good quality cooperation between the front office and the laundry department in order to reduce work errors and guest complaints. The research method used is descriptive qualitative method through observation, interviews and retrieval of documentation. The results showed that the collaboration between the laundry section and the front office department went well and smoothly. With the laundry working closely with the front office department to provide information related to guest information that performs laundry services, namely ensuring communication between the front office department and the laundry runs smoothly including information given to guests regarding the clothes they are washing, ensuring there is no damage to guest clothes, always ensuring that laundry delivery to guests is correct and according to guest wishes, the Front Office provides complete information about rooms that benefit from free laundry and laundry Packages. In addition, the Laundry Section cooperation with the Front Office Department in carrying out the Billing process runs according to standard operating procedures. The procedures carried out involve guests, Laundry Attendant, Receptionist and Guest Service Center. In the guest laundry service, then the collaboration also involves Finance to finalize payments.*

Keywords: *billing, front office, hotel, cooperation, laundry*

INTRODUCTION

The development of the tourism sector is an effort to increase the country's foreign exchange and expand employment opportunities for the people of Indonesia. The provision of services in tourism is an important tool in development to create jobs, increase people's incomes and advance the economy. Central Java Province is a city center among other provinces which is a tourist destination as well as a center for economic development. Therefore, many tourists come either with the aim of enjoying tourist attractions or to carry out business activities. Many of these buyers and business people come from outside the area and abroad, therefore lodging services are needed to meet their needs. For this reason, marketing of lodging services is carried out at a hotel. In Central Java Province, especially in Semarang, many hotel services have sprung up with various facilities and services, thus increasing the room occupancy rate.

Quoted from the data from the Central Bureau of Statistics for the City of Semarang based on the Room Occupancy Rate of star hotels in Semarang in 2023 from January to March as follows:

Hotel Class	January	February	March
1 Star	35,97%	38,08%	36,59%
2 Star	49,62%	53,32%	52,03%
3 Star	44,07%	54,33%	48,74%
4 Star	52,20%	59,90%	59,72%
5 Star	39,85%	56,25%	63,73%
Total	46,49%	54,84%	53,64%

Increasing the hospitality business has a positive impact on the macroeconomic conditions of Central Java Province. Businessmen from various cities and even foreign countries choose Semarang as a meeting place for doing business, one of which is Hotel Tentrem Semarang. Hospitality has become the largest industry in the world, thus attracting the interest of various parties to engage in the world of hospitality.

A good and successful hotel can be seen from the shape, design, and of course the facilities and services contained in a hotel. The better the services and facilities that are provided, the more satisfied and good feelings the guests will have about the hotel and will likely become regular customers of the hotel. The hotel is a place where guests can rest and enjoy various facilities. Almost all hotels are competing to stay afloat by doing various ways, one of them is by serving when guests first enter the hotel they will meet part of one of the hotel departments, namely the front office.

The front office is a department that serves all guest activities, one of which is handling guests for the check-in to check-out process. Guests staying at the hotel can enjoy free or paid facilities, free public facilities at hotels, for example fitness centers, swimming pools, kids play ground and many others. Meanwhile, paid facilities, for example, are laundry. Laundry is in the form of a section through housekeeping which is responsible for the process of washing guest clothes. Guests can enjoy package laundry and free pressing by ordering certain room types. So that cooperation is needed between the front office and the laundry section in order to produce optimal coordination including the management of departments, especially Housekeeping and the Front Office.

Cooperation is a joint interaction between a person or group and association in order to achieve the same target and produce work to fulfill common interests. Collaboration arises because individuals or groups realize that they have interests that they must do together in order to produce optimal work and not cause miss communication, due to lack of cooperation. As in Hotel Tentrem Semarang, even though the hotel has facilities enhanced by modern technology, there are obstacles to collaboration between Housekeeping and Front Office, conflicts arise which can result in guest complaints. So that maximum quality collaboration is needed so that it can minimize work irregularities as well as complaints. One of them is the existence of a Laundry section at Hotel Tentrem Semarang which is the responsibility of the hotel to provide facilities that are sufficient for guest satisfaction.

Based on the problems above, the cooperation between the laundry section and the front office department is not implemented in harmony in the specified series. The lack of inter-departmental cooperation causes obstacles in carrying out the guest laundry billing process. In the Billing Process carried out by the Laundry Section, it requires cooperation between the Laundry section and the Front Office Department. Based on the explanation above, the researcher raised the title "Laundry Section Collaboration with the Front Office Department in Conducting the Guest Laundry Billing Process for Hotel Tentrem Semarang"

LITERATURE REVIEW

Housekeeping is a department in a hotel that plays a role and is obliged to clean all places in the hotel, including the rooms which are its main task. Apart from that, ensuring that all rooms in the hotel are clean, including public areas, restaurants and rooms which must be clean and tidy before being sold to guests. According to Rumecko (2004), Housekeeping is in the form of coverage through hotels that are responsible for tidiness, comfort, cleanliness and beauty of all areas of the hotel. This understanding explains that housekeeping still has obligations to the company. According to Darsono (2011), Housekeeping is in the form of coverage whose role is to care for, manage and maintain tidiness and cleanliness. Through Bagyono (2009) hotel housekeeping has a vital function for hotel executives. Its function is not limited when guests stay in the room, but all aspects of hotel cleanliness.

According to Sulastiyono (2007) the housekeeping department is a relatively vital hotel division. In order to carry out this role, housekeeping needs to collaborate on other scopes in the hotel. According to Andrews (2013) "Housekeeping department is responsible for the cleanliness, maintenance, and the aesthetic standard of the hotel" Through Rizal and Saksono (2006) it is assumed that Housekeeping is in the form of coverage which is classified as a section. So that each scope is carried out to complete its role.

Section is a division that is formed as a team work or small group within a company division. In order to maintain activities and fulfill all areas of its role, housekeeping is divided into several sections. Through Rumecko (2004) in order to support the smooth running of the role, the housekeeping department is divided into several sections through each of its domains in the form of: Room Section is the section that gets the most attention and highlights its performance in the housekeeping department. According to Sulastiyono (2011) in the form of guest room workers who have an obligation to maintain beauty, cleanliness and tidiness. On the other hand, Shite (2006) room attendants are responsible for cleaning and maintaining a sense of security as well as being comfortable cleaning and tidying up guest rooms that have checked out with the status of a Vacant Dirty room or a room occupied by a guest with dirty status (Occupied Dirty). According to Sulastiyono Agus (2011) this is in the form of coverage that has the obligation to care for the beauty and cleanliness of public spaces. Cleanliness in public areas needs to be considered optimally because the dominant guests must continue to ensure that areas are kept clean, such as public toilets and others.

This section plays the role of processing guest laundry for all guests who want to wash their clothes. Starting from picking up laundry, washing, drying, to ironing guest laundry. Then the laundry boy also sends (delivery) guest clothes that have finished processing to the guest room. All the linen and towels in the hotel, some of which are washed in the outside laundry, are also in the hotel laundry. The role and obligations of the linen section are in the form of counting linen and towels that come (clean) if they are laundered outside and the linen towels are dirty. The florist himself is obliged to ensure the freshness of the plants and flower arrangements placed around the hotel such as rooms, lobbies, restaurants and hotel corners.

According to Mudjiono (2012), the definition of responsibility is in the form of behavior related to agreement on obligations, duties and rights in line with the policies, norms, values believed by local residents. According to Ahmad Suriansyah (2010) responsible behavior includes three main things in the form of social, individual and moral responsibility. Through Bagyono (2006), laundry covers the scope of housekeeping which plays a role in washing, including guest clothes in the form of Wet Cleaning, laundry and Pressing (house laundry). According to Pendit (2005), laundry is a special business for ironing clothes, washing curtains, linens and others. But according to Rumecko (2002) said that laundry is in the form of a housekeeping department that plays a role in all the laundry sent to it. The laundry sent to the laundrette can be classified into 2, namely Outside Laundry in the form of laundry sent outside the hotel as a service booster for guests as well as all types of laundry owned by the hotel.

Every group or human definitely requires cooperation between groups and groups as well as individuals with individuals. Cooperation itself is an effort carried out between Lewis Thomas and Elaine B. Johnson (2014) collaboration in the form of classifications experienced between living things. Through Landsberger (2011) collaboration is in the form of a collection stage in which the participants encourage and rely on it to achieve a consensus. According to Robert L. Cstrap in Roestiyah (2008) says "Collaboration is in the form of an activity of gathering to handle a role with others. To achieve the goals of cooperation as above, between the laundry section and the Front Office Department provide benefits in cooperation. Meanwhile, according to Harsanto (2007) has a point of view if the collaboration of the laundry section with the front office department can be observed through cooperation in associations that can share benefits.

According to Kuswiyata (2016) said that Laundry is in the form of washing clothes using detergent and water. While the front office is a department in the hotel that is in charge of handling guests, starting from booking rooms, serving guests checking in, providing information to guests, handling guest luggage and handling guest checking out. According to Agusnawar (2013) the front office is in the form of a front office which can be observed with a strategy in the hotel lobby area. The Front Office is the place where guests make direct contact with the hotel for the first time (Check-in) and the last time (Check-out). According to Bagyono (2006) in (Maiziva, 2017), said that front office is sourced through English "Front" means front and "Office" means office. In terms of front coverage, the front office is classified as a department that is easy to trace.

Guest laundry is all types of clothing of guests staying at the hotel which are washed in the hotel laundry which is then sent to the guest in a clean condition. According to Rumeckso (2004) Guest Laundry is laundry that comes from hotel guests. The definition of Billing or Billing through Soemarso (2004) is in the form of the frequency with which companies distribute leeway to all consumers over the period of carrying out marketing. But according to Warren Reeve and Fess (2005) said the bill includes all claims in the form of money for other individuals, groups and other companies.

RESEARCH METHOD(S)

Data and subject

The reviewers determined the location of the Serenity Hotel in Semarang as the author's research location. The location of the study was held at the Tentrem Hotel Semarang which is located at Jalan Gajahmada No.123, Semarang City, Central Java, Indonesia. Hotel Tentrem Semarang is located close to the city center, the world, and the center for souvenirs typical of the city of Semarang. To go to the intersection of five and Jalan Pandanaran, we only need to walk 5 to 10 minutes. The author will discuss more deeply about the collaboration between the Laundry section and the Front Office Department. When the reviewer carried out On The Job Training at the hotel which was carried out from 1 September 2022 to 28 February 2023 for 6 months in the Housekeeping Department.

Unit Of Analysis Technique of Data Collection and Analysis

According to Moleong (2017) qualitative research aims to control the events that occur in the subject of the study in the form of attitudes, motivations and assumptions holistically as well as in the form of language and words.

Literature Study This study uses literature study to find references that support the insights to be studied. Tersiana (2018) assumes that studies are obtained through recorded documentary materials, such as manuscripts, textbooks, articles, and others. Insight references were found through theses, journals and books related to the Laundry Section Cooperation with the Front Office Department at Hotel Tentrem Semarang.

Observation is a way that can be used to observe non-verbal behavior. Through Sugiyono (2018) observations are in the form of data collection methods that have specific characteristics compared to other methods. Observations in this study were carried out direct monitoring to observe the real condition of the laundry section at the Semarang Tentrem Hotel to carry out data collection and use the Gross Profit technique to the formation of monthly financial information which visited the Tentrem Hotel Semarang.

Interviews through Tersiana (2018) interviews in the form of a technique for compiling research reports by question and answer directly on subjects that are directly related to the object being studied. The data collected from this stage is like the main response of the Laundry Section Cooperation to the Front Office Department to carry out the Billing stage, when asking about an object that has been assembled beforehand. Through interviewing the Executive Housekeeper, Laundry Manager, Front Office Supervisor and Housekeeping supervisor. The assessor needs tools including a notebook whose role is to obtain interview data, a tape recorder whose role is to record all discussions in which the assessor has obtained permission as well as a camera whose role is to suspend the validity of the data.

FINDINGS AND DUSCUSSION

Collaboration Laundry Section with Front Office Department

In a hotel, cooperation is very important for all hotel departments in order to minimize understanding between other departments. One of them is the cooperative relationship between the laundry department and the front office department. The laundry department with the front office must have good cooperation because hotel guests choose to do laundry while at the hotel. Cooperation Function Front Office Department, especially Guest Service Center and Duty Manager with Laundry Section Guest Service Center is in charge of providing all information to guests about laundry (laundry) Guest Service Center is responsible for connecting communication between laundry and guests about the condition of damaged guest clothes or spots that cannot be lost before being processed so that there is no understanding that causes guests to complain. All information from guests such as guest laundry, guests inform via the Guest Service Center, therefore the Guest Service Center has the right to provide information to laundry staff such as pick up laundry and laundry delivery. The duty manager helps the laundry to explain to guests when guests have complaints about their clothes.

Laundry Section Collaboation With Front Office Department In Conducting Guest Laundry Billing Process

In the guest laundry Billing process, there is a payment channel that guests can make, namely by Room Charge or Cash Basis. Room Charge is a payment made when a guest has a deposit at the hotel they are staying at, namely by combining the costs incurred by the guest such as eating, drinking, laundry, staying costs, etc. Where payment is made at check out, every guest who makes a transaction is required to request a signature on each bill submitted for proof of the transaction. Whereas Cash Basis is a payment that is billed directly to guests when guests make transactions at the hotel such as eating, drinking, laundry, etc. Because guests do not have a deposit at the hotel, therefore payments must be made directly at that time using cash, debit or credit. With details of the laundry workflow as follows: The laundry attendant picks up the room after getting info for laundry pick-up from the guest service center or from the room attendant who has checked the room every morning. Then the laundry attendant processes the clothes they have picked up, from washing clothes to finishing. The laundry attendant makes a bill according to the number of clothes the guest is laundering, then checks the guest room where the laundry is having a deposit or a laundry package by the Opera System. Guests who have a deposit, the laundry bill will be posted directly by the Infrasys System. Meanwhile, guests who do not have a deposit will be billed for payment on a cash basis to guests.

The bill that has been posted and the room that has a laundry package when the laundry is finished is processed to be immediately delivered to the room. If there are no guests in the room, and you have knocked 3 times but there is no answer from the guest, the laundry attendant has the right to put the laundry in the wardrobe unless the room has a Don't Disturb status (if the room is Don't Disturb, the Guest service center info to provide information to guests and clothes are stored in the laundry in advance until the guest requests). Guests who are on a cash basis, after the laundry is finished, are immediately delivered to the room and make payments directly in the room (payment can be in cash, debit or credit). If the guest is not in the room, we provide card information under the door and Guest Service Center info that the laundry is on a cash basis and there are no guests in the room. After the guest requests the Guest Service Center to deliver the laundry, the laundry attendant delivers the laundry to the room and processes the payment. Then the laundry attendant posts to the Opera System, before the laundry attendant posts, the room post must be opened first by asking the receptionist to open the room posts. Bill has 4 yellow papers for laundry, red for accounting, white for guests, and blue for the front office.

Laundry section cooperation with the front office department in carrying out the billing process includes: The front office is responsible for generating revenue for a hotel and recording all financial transactions from hotel guests. One of them is a transaction from the guest laundry. The relationship between the laundry department and the front office itself. In this department, it is usually related to payment and calculation of washing fees, then it is entered into the guest's account and at check out it must be paid off and this happens. The front office has the right to open and close Nopost in guest rooms that have already paid for the laundry because payments cannot be made on room charge (during the stay the guest did not have a deposit or open a credit card). The laundry party has the right to ask the Front Office about the status of the guest room that is currently carrying out the laundry process regarding payment, whether it can be posted to the room or on a cash basis. The front office has the right to inform the laundry of rooms that get free laundry and pressing and rooms that include laundry.

Based on Modjiono's theory (2009) states that one of the goals of collaboration is to develop socialization and communication skills between the Laundry section and the front office department. In this study, the ability to socialize and communicate between the Laundry section and the front office department through Whatsapp Business Hotel Tentrem and Whatsapp Group. Between employees develop social skills so that cooperation between the teams runs smoothly. In addition, Laundry section and front office staff must understand and respect each other to avoid miss communication and internal conflicts.

Guest Laundry Billing Process

In this study, the billing process for Hotel Tentrem Semarang has two supporting systems for the billing process, namely the Opera and Infrasyt systems. The following is the guest laundry billing procedure at Hotel Tentrem Semarang, including: After carrying out the process of taking laundry from guests, the laundry directly creates bills that will be billed to guests at the time of delivery of laundry that has been processed. The bill that has been made, then we first check on the Opera system whether the guest has a deposit, open a credit card, includes laundry in the room or even if the guest has laundry benefits. Not only the opera system, the laundry staff must check guest room post numbers through the Infrasyt system. Then you have to pay attention to the check out date of the guest room, so that the laundry must be ready before the guest asks (according to the service chosen by the guest, namely regular or express). After checking, rooms that have a deposit or open credit card can be immediately posted to the room charge according to the nominal bill that has been made.

Guests who don't have a deposit or open a credit card, are billed via cash basis, that is, the payment is made directly when the laundry staff delivers it to the room, either via cash, debit or credit. If guests pay using a debit or credit card, the laundry directly contact the front office to help bring the EDC (Electronic Data Capture) machine. After the guest pays off the payment, then the laundry can be given to the guest. After that the laundry staff posts according to the nominal bill that has been made and billed to guests. Cash basis laundry cannot be posted without the permission of the front office, therefore before posting the laundry staff ask the front office to open the room post that has been paid off. After posting, confirm to the front office to close the room post.

Based on Rumekso's theory (2002) in the laundry section procedure, this study explains that each officer has their respective duties according to the organizational structure of the hotel. Starting from the Laundry Manager, Assistant Laundry Manager, Laundry Supervisor, Checker, Marker, Washer, Presser, Valet, and Billing. Cooperation between officers is needed in carrying out this laundry section procedure to provide the best service from the hotel so that guests feel comfortable.

Laundry staff have work agreements that are usually carried out by 5-star hoteliers such as: Good communication in Indonesian and English so that staff can handle requests from guests who speak Indonesian or guests who speak English in more detail and maximally. Efforts that have been made by Hotel Tentrem Semarang are providing English courses at Hotel Tentrem Semarang. A Laundry staff at Hotel Tentrem Semarang must have a good attitude and hospitality so that every guest who asks for something about Laundry will feel satisfied when they get good service and exceed their expectations.

Some of the efforts made by Hotel Tentrem Semarang to build a good attitude and continue to foster a better hospitality spirit are by holding trainings, workshops, seminars that all associates must attend. casual, and Hotel Tentrem Semarang trainees. Laundry staff must be proactive in establishing relationships with guests. There are several ways to be proactive with guests, namely greeting and greeting guests first when they meet or have guests. Have communication between other departments, for smooth operations and good cooperation and achieve the desired goals to meet guest needs.

According to Kroemer (in Marchelia, 2014) shift is the act of being present at the same time and at the same place of work with different times according to a predetermined rotation. In the Laundry Section Cooperation with the Front Office department, the billing process for guest laundry is carried out based on SOP. Based on the SOP or Standard Operational Procedure of Hotel Tentrem Semarang, namely Laundry Pick Up SOP related to the Front Office Department as follows, Laundry staff must go to the room based on guest requests (regular or express service) and based on guest choice (hanger or folding). Usually, guests ask to have their laundry collected by contacting the Guest Service Center (GSC) using the hotel telephone. And GSC contacts the Laundry Section usually using the WhatsApp Group or telephone the hotel.

The Standard Operational Procedure relates to cooperation between the laundry section and the front office, namely: Preparing laundry bills, laundry bags and pens, Ensuring guests have written their names and room numbers on the laundry bill and checking again in the Opera System, Entering guest rooms can refer to according to the specified standard, the laundry staff must knock on the door 3 times before entering the room. If the guest is not in the room, the laundry staff can open the room directly because they have received information from GSC that the room is asking for Pick Up, and if the status room DND laundry staff has the right to contact GSC to ask for help contacting guests via guest room telephone. if at the time of pick up there are guests, immediately confirm with the guest regarding: Number of guest clothes, Type of processing service (laundry, wet cleaning, pressing), Check the condition of the guest's clothes, if you find torn or stained, immediately inform the guest, usually the laundry staff inform GSC to tell guests that there are damaged or stained clothes, type of service (ordinary or fast service), Always offer assistance if you have confirmed laundry, Greet guests politely before leaving the room. Make sure the door is closed properly and properly before leaving the room.

The Constraints That Occur Between The Collaboration Of The Laundry Section And The Front Office Department In Conducting Guest Laundry Billing Process

In carrying out the guest laundry billing process, there have been several obstacles that have been encountered due to a lack of cooperation between the laundry section and the front office department, among others: Lack of complete information on billing notes in the opera system. Every guest who stays has several notes such as profile notes, billing notes and general notes. Usually, VIP rooms have preferences that must be noted at the time of the room reservation. One of them is a black member who stays at Hotel Tentrem Semarang every day and has free laundry 5 pcs per day. The lack of information recorded in the opera system from the front office raises obstacles in the guest laundry billing process including rooms that should be free but in the billing notes there is no record of free laundry 5 pcs or black members which causes laundry bills to be posted to be billed to guests which causes guests to complain,

Constraints that often occur when guests stay overnight but do not have a deposit, when making transactions they have to make payments directly on the spot. But some guests don't want to know and want to pay when checking out. Angry guests result in laundry being sent and payment being made at check out, this can result in a missed payment when the guest checks out but does not go through the receptionist and leaves the hotel immediately. If the guest does not pay, it causes a minus in finances which is ultimately borne by the laundry attendant who replaces the bill.

Guests who suddenly open a deposit but there is no confirmation from the front office, often causing errors in the billing process. Bills that were originally on a cash basis changed to cash to room but the laundry attendant continued to charge cash on a cash basis which caused guests to complain because the laundry was not delivered on time. Because at the time of delivery the guest was not in the room, the laundry that should have been taken directly to the room was stored in the laundry because the laundry attendant knew the cash basis and was waiting for guests to be in the room.

CONCLUSION AND RECOMMENDATION

The cooperation between the Laundry Section and the Front Office Department did not go well and smoothly. With the lack of laundry working together with the front office department, there is a lack of complete information regarding guests who perform laundry services, which should ensure that communication between the front office and laundry departments runs smoothly, including information given to guests regarding the clothes they are washing, ensuring that there is no damage. on guest clothing, always ensuring the delivery of laundry to guests is right and in accordance with the wishes of guests, providing complete information about billing. The Front Office provides complete information about rooms that get free laundry and laundry package benefits. Laundry Section cooperation with the Front Office Department in carrying out the Billing process runs according to standard operating procedures. But sometimes there is negligence in work that causes the procedure to end up not working properly. The procedures carried out involve guests, Laundry Attendant, Receptionist and Guest Service Center. In the guest laundry service, then the collaboration also involves Finance to finalize payments.

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