

RENCANA PELAKSANAAN PENGAJARAN (RPP)

NAMA SEKOLAH	: SMK N-1 Sampit
MATA PELAJARAN	: Kompetensi Kejuruan
KELAS / SEMESTER	: X / Genap
PERTEMUAN KE	: 1, 2, 3
ALOKASI WAKTU	: 3 x 45 Menit
KKM	: 70
STANDAR KOMPETENSI	: Melaksanakan Pelayanan Prima (Service Excellent)
KOMPETENSI DASAR	: Melaksanakan Standar Penampilan Pribadi
INDIKATOR	: <ul style="list-style-type: none">• Hubungan Interpersonal dicermati dengan penuh tanggung jawab• Kontak langsung dengan pelanggan dilakukan dengan sopan santun dan bersahabat• Selalu berpersepsi/berpandangan baik terhadap orang• Hubungan secara pribadi terhadap orang lain selalu dibina dengan semangat cinta damai• Mampu menampilkan diri sedemikian rupa sesuai kondisi fisik yang dimiliki• Penampilan pribadi memberikan kesan yang menarik bagi orang lain• Pelayanan pelanggan serta peduli terhadap segala kebutuhannya

I. TUJUAN PEMBELAJARAN

Setelah mengikuti proses belajar mengajar, siswa dapat :

1. Mampu mencermati hubungan interpersonal dengan penuh tanggung jawab
2. Mampu melakukan kontak langsung dengan sopan santun dan bersahabat kepada pelanggan
3. Memiliki persepsi/pandangan baik terhadap pelanggan
4. Mampu membina hubungan secara pribadi dengan semangat cinta damai
5. Mampu menampilkan diri sesuai kondisi fisik yang dimiliki
6. Mampu berpenampilan menarik bagi orang lain
7. Mampu melayani dan peduli terhadap segala kebutuhan pelanggan

II. MATERI PEMBELAJARAN

1. Hubungan interpersonal dalam pelayanan
2. Persepsi terhadap orang lain
3. Kemampuan menampilkan diri secara menarik
4. Layanan dan kepedulian kepada pelanggan

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