

## **ABSTRACT**

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This study discusses the Room Boy Performance in Room Service at Housekeeping Departement in the hotel that is background because in every Hotel and Hotel in the place of the writers the Room Boy Performance Performance is very lacking in room cleaning and some SOPs are not carried out during room cleaning so the writer asks and examines Room Boy Performance. The purpose of this study was conducted to find out how the application of SOPs in improving the quality of room service and know how to provide the best service to guests by using a qualitative research methodology, observation and interviews to meet the satisfaction and comfort of guests while staying at The Sanchaya Hotel. In time vulnerable, therefore the application of SOP for Room Boy Performance in room service is needed so that SOP is done optimally to create guest satisfaction.

**Keywords:** Housekeeping, Performance, SOP, Observation and Interview