

ABSTRACT

In a hotel there are interrelated departments to support the operation, one of the important departments in the hotel is the main housekeeping is the cleaning and tidiness of the hotel, one of the other duties to handle the lost guests in the hotel (lost and found). In Hotel Salak the Heritage Bogor which handles lost and found in housekeeping is order taker. However, the taker order is sometimes less thorough in checking the guest room that has been checked out so that there are still guest goods left at the time the room attendant clean room. Order takers often forget to bring the items they find to be handed over to security. At the time guests ask for items left behind and apparently the goods are not there, then there is a guest complaint to the hotel. Therefore, if this continues repeatedly, it is necessary to evaluate the handling of lost and found. The method used in this research is observation, interview and documentation. Based on the results of the research can be seen that in the procedure lost and found in Hotel Salak the Heritage Bogor there are still some things that have not been implemented by housekeeping employees. Hotel Salak the Heritage Bogor especially the grammar that is doing periodical training to employees in handling lost and found to minimize guest complaint.

Keywords: Housekeeping , Lost and Found, Standard Operating Procedure (SOP).