

ABSTRACT

This research was conducted due to the non-implementation of the Standard Operating Procedure (SOP) so that it affects the Performance of the Attendant Room at Santika Hotel Sukabumi. The purpose of the study was conducted to determine and analyze the application of Standard Operating Procedures (SOPs), Room Attendant performance and efforts to improve performance. This research uses the descriptive qualitative method. The results of the study stated that there were several Standard Operating Procedures (SOPs) that were not implemented by the Room Attendant namely dusting so that it affected the performance. In this case, the performance of Room Attendants can be assessed through 3 aspects, namely: 1). Quantity is assessed through the number of rooms cleaned, 2). Quality is assessed through the cleanliness of the rooms 3). Punctuality in cleaning the room. So the results of this study indicate that the implementation of Standard Operating Procedures (SOP) and Room Attendant performance has been implemented well, but there are still some Standard Operating Procedures (SOPs) that are not implemented. And efforts have been made to improve the performance of Room Attendants at the Santika Sukabumi Hotel through training, briefings, evaluations, and rewards for the best employees. So this study resulted that the Standard Operating Procedure (SOP) and the Room Attendant's performance was good.

Keywords: Santika Sukabumi Hotel, Standard Operating Housekeeping Procedures, Performance