

ABSTRACT

The tourism sector is increasing and advancing in various ways. More and more new tourist attractions are created in terms of history, art, and other factors. Bandung is one of the cities that has a good tourism sector because of the many tourist attractions that can be visited in the city of Bandung. The more tourists who come to the city of Bandung, the more it benefits many parties, especially hotels, one of which is the Courtyard by Marriott Bandung hotel. With the hotel, tourists can travel for a long time without worrying about where to stay. Every hotel has a standard operating procedure which is a reference so that they can work more efficiently and get the best results and can provide the best service for hotel guests. The housekeeping department has standard operating procedures in room cleaning. Room cleaning is carried out every time a room checks out or guests stay more than one night. In cleaning the standard room, the operational procedures carried out are still missing in the final checking so that it can cause items or equipment to be left behind and there are still parts in the room that have not been cleaned properly. In this study, the method of observation was conducted for 6 months and the method of interviewing one of the supervisors of the housekeeping department and room attendant. In the implementation of standard operating procedures, there are still some things that are missed so that it can cause guests to be unsatisfied with the services provided by the hotel. In this case, the hotel requires more oversight in the implementation of standard operating procedures to reduce errors that occur, and can provide better service to guests.

Keywords: Housekeeping, Standard Operating Procedure, Room Cleaning, Cleanliness