

ABSTRACT

This study discusses how the operational standards and their application in the housekeeping department and how the quality of service at De Braga by Artotel. This research is motivated by complaints about cleanliness of the room or the facilities in the room that are not function properly. Based on the background above, the writer formulates the problem of how the operational standards and their application and how the quality of service. Therefore, this study aims to determine the operational standards of room cleaning their application and the quality of service. The method in this study uses qualitative research methods with descriptive studies. The data collection technique in this research is the literature study technique and field study. From the results of this study it can be concluded that 1. There are two SOP's regarding room cleanliness discussed in this study, that is make up room and cleaning bathroom, 2. The application of SOP's can be concluded that there are still some SOPs that are not carried out properly, this is evidenced by a review of guest dissatisfaction regarding the cleanliness of the room and the malfunctioning of room facilities such as the temperature of the minibar that isn't cold, 3. The quality of service is good, such as reliability, responsiveness, assurance, and empathy. However, for tangible factors, the implementation is still lacking, especially the facilities in the room, that the temperature of the minibar which is not cold.

Keywords: Housekeeping, Implementation Standard Operating Procedures, Quality.