

## ABSTRACT

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*Indonesia has 34 provinces, one of the cities in Indonesia is Yogyakarta. Yogyakarta is an area that has many tourist spots. One of the supporting needs of a tourist city is an inn or hotel. One of the best quality hotels in Yogyakarta is Hotel Ambarrukmo. Hotel Ambarrukmo has 3 branches, namely 3-star, 4-star, 5-star hotels. One of the hotels being researched is a 4-star hotel, namely Hotel Grand Ambarrukmo Yogyakarta. In this study, the author discusses the room cleaning process at the Grand Ambarrukmo Hotel Yogyakarta. This study aims to determine the standards in the room cleaning process at the Grand Ambarrukmo Hotel Yogyakarta and the constraints in the room cleaning process at the Grand Ambarrukmo Hotel Yogyakarta. This study uses a qualitative method. The results of this study are descriptive explanations that answer the formulation of the problem, namely.*

*Keywords : Yogyakarta, Standard room cleaning process, Grand Ambarrukmo Hotel Yogyakarta*