

## ABSTRACT

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*This study discusses the standard operating procedures in the housekeeping department at the Grand Ambarrukmo Hotel Yogyakarta and also how the implementation of standard operating procedures applies to the housekeeping department at the Grand Ambarrukmo Hotel Yogyakarta. Therefore, I want to study how the standard operating procedures are found at the Grand Ambarrukmo Yogyakarta hotel and how the implementation of the applicable standard operating procedures is because the author often encounters discrepancies between the standard operating procedures that have been established and the applicable standard operating procedures. The standard operating procedure for the Grand Ambarrukmo Yogyakarta hotel for working hours is 8 hours of work with 1 hour for lunch and prayer breaks. Based on the application of operational standards at the Grand Ambarrukmo Yogyakarta hotel, there is a lack of human resources which causes the staff to work extra so that the work is completed quickly, besides the lack of supporting equipment for the work force makes standard operating procedures less effective which results in the performance of the staff being less than optimal.*

*Keywords: Housekeeping, Grand Ambarrukmo Yogyakarta, standard operating procedures*