

Abstract : *this study aims to identify and analyze the cleanliness of guest rooms at the Sheraton Hotel & Towers duo in a hotel there are various departments to carry out operations in providing services to customers or guests, one of which is a department of housekeeping, in function housekeeping is essential for the smooth and maintenance of cleanliness is determined by this part of housekeeping, to materialize in the cleaning room, in order to function housekeeping well then the need standard of cleanliness in accordance with the procedures in order to avoid guest complaints about the cleanliness of guest rooms, because one of the hotel revenue mainly derived from the rental of rooms, the how maintenance or cleaning of guest rooms by a room attendant in order to result in a good quality in the living room cleaning.*

Key words : *the cleanliness of guest rooms at the Sheraton Hotel & Towers Bandung*