

ABSTRACT

The research I did at Hotel Promenade in the background by the lack of linen storage at Hotel Promenade and the lack of air circulation can affect the quality of linen. Lack of lighting in the room would have an impact on the effectiveness of the work of hotel officials in doing his job. The purpose of research conducted by the author is to know about the place of linen storage at Hotel Promenade, and know the standard operating procedure linen cycle at Hotel Promenade. From the data collection that the author achieved is the result of direct observation and in-depth interviews with Hotel Promenade staff. The data that the authors get analyzed descriptively qualitative, the goal is to answer each question on the formulation of the problem. Based on the observations that the author did in Hotel Promenade the authors found the space where the linen is less widespread, air circulation and lighting are not adequate and not equipped with linen counter to make the linen turnover flow will not work well because the criteria of linen cycle at Hotel Promenade not meet the standard linen Room was good. We recommend that the responsible Hotel Officer in the linen cycle controlling to avoid the mistakes made by the hotel officer and then do the development in the area of linen room to facilitate the work of hotel officials in performing their duties.

Keyword: : Linen, Housekeeping, Hotel Promenade