

---

## ABSTRACT

---

*Inside a hotel, there are various departments to launch operational activities. One of the important operational parts of a hotel is housekeeping, because it has a role and function that is vital in providing services to guests, especially those concerning the comfort and cleanliness of the hotel room, including the cleanliness of the bathroom in the rooms of Sheraton Bandung Hotel & Towers. Often the emergence of watermarks cause inconvenience at the time of cleaning in the bathroom, due to less than maximum cleaning of the housekeeping, trying various ways of cleaning, one of them by utilizing pumice as a substitute chemical at the time of cleaning the bathroom. The purpose of this research is to know and analyze the implementation of bathroom cleaning at Sheraton Bandung Hotel & Towers also to find out and analyze the utilization of stone at Sheraton Bandung Hotel & Towers. The method used in this research is qualitative with observation technique, interview with housekeeping employee, and doing literature study. Cleaning of the bathroom is not always applied in accordance with the existing Standard Operational Procedure (SOP), resulting in a buildup of dirt causing water marks on the walls and toilet bowls in the bathroom, requiring deep cleaning by using a pumice stone. The results showed that the implementation of cleaning the bathroom was done not in accordance with existing SOPs, other than that pumice stone is useful to clean the scales of water or stains are difficult to clean, if the chemical is not able to clean stains of water crust.*

*Keywords : Cleaning the bathroom, Pumice, Chemical*