

*Natra Bintan is a star hotel / resort that must provide excellent service to guests. The kitchen department must provide quality guest food and drinks with good hygiene and sanitation. In natra Bintan, there has been an incident in food, namely hair entering the food when it is served to guests. This research methodology uses a qualitative method that relies on observation, interviews, and documentation studies. The results of this study indicate that the kitchen of Natra Bintan has almost fulfilled the requirements of good and correct hygiene and sanitation, but it is only necessary to increase again in hygiene and sanitation that have not been implemented. Existing obstacles must be minimized or handled so that the quality of food increases*

*Keyword: hygiene, sanitation, kualitatif, condition, resistance*