

ABSTRACT

Housekeeping is one of the departments in a hotel that has a very important role that is to maintain and create cleanliness throughout the hotel both public areas and rooms as the largest revenue producer.

The purpose of this study is explained the process of cleaning the room cleaning process carried out at Nirwana Gardens Resort Bintan, the research method used is a qualitative method by collecting, processing and presenting data in the form of narration and visuals, data collection techniques carried out by interviewing Mr. Andi as the housekeeping supervisor at the hotel Nirwana Gardens Resort Bintan, observation of roomboy cleaning by Roomboy at the Nirwana Gardens Resort Bintan hotel and study documentation relating to the issues discussed. The results of research in the form of descriptive explanations related to the problem formulated.

Keywords: Housekeeping, Room cleaning, guest satisfaction