

ABSTRACT

This research is motivated by a number of SOP points for cleaning guest rooms that are still rarely done and the lack of maintenance equipment cleaning at The Sanchaya Hotel. Therefore the authors conducted this study with the aim to find out how the implementation of guest room cleaning and equipment maintenance. The method used is observation, interview, and literature study. The results showed that the implementation of guest room cleaning was good and could be assessed also from guest satisfaction in cleaning neat and clean rooms. Besides maintenance of equipment is also needed in routine maintenance, but the maintenance is rarely done and can be concluded that it is not good in equipment maintenance such as rarely do maintenance on a scheduled basis and some points of application of maintenance procedures that are still rarely performed as before and use equipment rarely cleaned first.

Keyword: Housekeeping, Room Attendant, Cleaning Room and Maintenance Equipment