

## ABSTRACT

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*Pariwisata is a trip made by many people for a while from one place to another with the aim of traveling or working which is done continuously. Riau is an area located in Central Sumatra which is connected to North Sumatra, West Sumatra, Jambi, and also culture-based tourism. Bintang Mulia Hotel is a 3-star hotel located in Riau, Rokan District, downstream, Bagan Sinembah sub-district, this Bintang Mulia hotel is perfect for children. It can be seen from the review article below that a guest books a room and the room price is getting more expensive and the level of service is decreasing, the hotel room smells of cigarette butts. The purpose of the authors to do research at this hotel is because this hotel is open during the Covid 19 pandemic, and also the author wants to know how clean the hotel rooms are during the pandemic, because cleanliness is very important for guests to anticipate the transmission of covid 19. The research method used is descriptive qualitative. Data collection was carried out by direct observation by interviewing Assistant Manager and Room Attendant. Hotel Bintang Mulia only implements several hotel room cleanliness in accordance with the Ministry of Tourism and Creative Economy. The results of the research at Bintang Mulia Hotel before the pandemic were carried out cleaning such as drying pillows, beds, drying them in the sun once a week, but during the pandemic it was carried out once every 2 days where the hotel room was disinfected every day, filtering the Ac filter should be done every day, but at Star Hotels. Mulia is only done once a week, and it is recommended that Bintang Mulia Hotel provide a handsinitizer in each room.*

**Keyword: Housekeeping, Room Attendant, Room Cleaning**