

## ABSTRACT

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*This study aims to describe the implementation of standard operating procedures for room make up by room boy at the Mercure Padang hotel. This study consists of 7 indicators of application procedures, namely: knock on the entrance of the room, stripping, making bed, cleaning the bathroom, dusting, mopping and rechecking. This type of research is descriptive with qualitative data. Data collection techniques are carried out using observation, interview and documentation methods. The results showed that the application of standard operating procedures for make up rooms by room boy at the Mercure Padang hotel contained irregularities in the application of standard operating procedures when cleaning rooms.*

*Keywords : application of SOP, make up room*