

ABSTRACT

Along with the passage of time many new hotels were established, this will certainly become a business competition in the world of the hospitality industry. Room cleanliness is of course very important for guest comfort during their stay, especially cleanliness in the bathroom area. Then the room cleaning service must be prepared and considered in as much detail as possible, with direct observations at the Crowne Plaza Bandung Hotel, it appears that there are problems that arise due to the lack of thoroughness of the room attendant in cleaning the bathroom area, especially on the bathroom walls there are still yellow stains and water stains (watermarks). This resulted in guest complaints caused by the lack of thoroughness of the room attendant in cleaning the room. Therefore, the housekeeping department must have organizational standards, and each organizational position is able to carry out duties and responsibilities in accordance with SOP (Standard Operating Procedures). And the theoretical basis in this research is housekeeping according to Rumekso (2002), and Standard Operating Procedures (SOP) according to Moeijat (2008). Researchers conducted this study with the aim of knowing the Standard Operating Procedures (SOP) of the housekeeping department, as well as the application of Standard Operating Procedures (SOP) applied by the room attendant. The method used in this study is a qualitative research with a descriptive study, namely the researchers conducted observations, interviews and documentation. The results of this study, namely the application of Standard Operating Procedures (SOP) for the housekeeping department at the Crowne Plaza Hotel Bandung, in general, the room attendant has implemented the SOP properly and in accordance with the IHG (Intercontinental Hotels Group) 5-S cleaning programs. However, there are still some SOP points that have not been fully implemented by the room attendant.

Keywords : Housekeeping, Room attendant, Standard Operating Procedures