

ABSTRACT

This study discusses how the operational standard of room operations in the Housekeeping department at the Grand Tjokro Premiere Hotel Bandung in providing good service for all guests both staying and not staying, where the main department is in maintaining and maintaining the cleanliness of the hotel area. The room clerk is the part that is fully responsible for the hotel room where the room clerk carries out duties in accordance with the SOP (Standard Operating Procedure) applicable at the hotel. This SOP is prepared according to the needs, vision and mission of each hotel or company with different goals, with its main function being to maintain the stability of hotel operations, and to maintain the quality of rooms and hotel areas so that they look clean and comfortable to live in. This SOP is implemented to simplify and simplify the work of room attendants in cleaning guest rooms. Therefore, the author here wants to discuss the Standard Operating Procedures in the housekeeping department of Grand Tjokro Premiere Hotel Bandung.

Keywords: Hotel, Standard Operating Procedure, Housekeeping