

ABSTRACT

In the service industry, human resources have a crucial role as services are essentially a form of customer-oriented product delivery. To provide excellent service, a good human resources management is essential. This also applies to hotel operations. Employees who are responsible for delivering services are required to maintain a proper appearance as a representation of the company. Employee appearance, commonly referred to as grooming, is a vital aspect in service delivery. However, at Hotel Dorsett Grand Subang, it was found that the grooming standards have not been consistently implemented across all operational departments, such as Front Office, F&B Service, Kitchen, and Housekeeping. This report aims to examine the grooming policy and its implementation among operational employees as part of the Human Resources policies at Hotel Dorsett Grand Subang, in order to ensure that employee appearance supports service quality. The report presents an overview of the grooming standards and the implementation based on the hotel's internal policies, and provides recommendations to improve consistency of its implementation. These solutions include the development of written guidelines, policy socialization, enhanced interdepartmental communication, and regular evaluations to ensure consistent application of appearance standards across all operational departments.

Keywords: Service, human resources, grooming standards, operational employees, hospitality