

## ABSTRAK

Penulisan ini bertujuan untuk mengetahui standar pembersihan kamar oleh *Room Attendant* di ascott waterplace surabaya residence. Penulis melakukan observasi dan mengambil data data pendukung yang ada di Hotel. Penulis menyimpulkan bahwa dengan adanya Standar Pembersihan Kamar Di Ascott Waterplace Surabaya Residence, *Room Attendant* lebih mudah dan terbantu dalam menjalankan tugasnya yang meliputi standar *grooming*, standar pembersihan kamar *Vacant Dirty*, standar pembersihan kamar *Occupied Dirty* serta menerapkannya dengan maksimal guna memberikan kenyamanan kepada para tamu.

*Kata kunci* : *Room Attendant*, Standar Pembersihan, Hotel

## **ABSTRACT**

This writing aims to determine the room cleaning standards by the Room Attendant at Ascott Waterplace Surabaya Residence. The author makes observations and retrieves supporting data in the hotel. The author concludes that with the Room Cleaning Standards at Ascott Waterplace Surabaya Residence, Room Attendants are easier and helped in carrying out their duties including grooming standards, Vacant Dirty room cleaning standards, Occupied Dirty room cleaning standards and applying them to the maximum in order to provide comfort to guests.

Keywords: Room Attendant, Cleaning Standards, Hotel