ABSTRAK

Tujuan penulisan adalah untuk mengetahui kebersihan kamar tamu melalui pengunaan SOP (Standart Operasional Prosedur) di Hotel Luminor Jemursari Surabaya. Dalam penulisan tugas akhir ini penulis menggunakan metode penelitian melalui teknik pengumpulan data dengan cara wawancara dan studi pustaka dengan teknik deskriptif kualitatif. Data yang terkumpul kemudian dianalisis di pembahasan dan dibuat kesimpulan. Penulis menyimpulkan bahwa pengunaan SOP (Standart Operasional Prosedur) *Room Attendant* di hotel luminor jemursari surabaya. Dengan adanya SOP pekerjaan lebih konsisten, detail dan msksimal dibadingkan tidak menggunakan SOP hasil kurang maksimal, room attendant mempunyai peran yang sangat besar dalam menjaga kebersihan kamar, perlengkapan, peralatan dan barang tamu yang tertinggal atau *lost and found*. *Room Attendant* telah melakukan *deep cleanning* atau project setiap minggu dan bulan dan selalu melakukan *check list*.

Kata Kunci: *Standard Operating Procedure* **(**SOP), Pembersihan kamar tamu,

Room Attendant

ABSTRACT

The purpose of remembering is to find out the cleanliness of guest rooms through the use of SOP (Standard Operating Procedures) at Luminor Hotel, Jemursari, Surabaya. In the discussion of this thesis the author uses a research method that uses data collection techniques by means of interviews and literature study with qualitative descriptive techniques. The data collected is then analyzed at a conclusion and a conclusion is made. The author considers that the use of SOP (Standard Operating Procedure) Room Officers at the Luminor Hotel Surabaya Surabaya. With the SOP work being more consistent, detailed and maximized, not using SOP results that are less than the maximum, space officers have a very big role in maintaining the cleanliness of rooms, equipment, equipment and guest items that are lost or lost and found. Room attendants do cleaning in or projects every week and month and always do a checklist.

Keywords: Standard Operating Procedure (SOP), Cleanning of guest rooms, Room Officers