

ABSTRAK

Dalam Tugas Akhir penulis mengambil judul standar operasional prosedur pembersihan kamar pada hotel Santika Jemursari dengan tujuan untuk mengetahui standar operasional prosedur dalam pembersihan kamar. Metode dalam penulisan Tugas Akhir ini *deskriptif kualitatif*, dimana data yang diperoleh berdasarkan data-data perusahaan, dan melakukan observasi secara langsung ke perusahaan yaitu Hotel Santika . Jemursari Surabaya. Penulis menyimpulkan bahwa SOP (Standar Operasional Prosedur) *Room Attendant* di Hotel Santika Jemursari Surabaya . Dengan adanya SOP mendapatkan pekerjaan lebih konsisten, detail dan terarah. *Room Attendant* mempunyai peran yang sangat besar dalam menjaga kebersihan kamar.

Kata kunci : Pembersihan kamar, Standar prosedur, *room attendant*

ABSTRACT

in this Final Project, the writer takes the title of implementing the standard operating procedures for cleaning the rooms in the hotel Santika Jemursari with the aim to find out the standard operating procedures for cleaning the rooms. directly to the company, namely Hotel Santika Jemursari Surabaya. The results of the writing of the Final Project entitled Application of Standard Operating Procedures for cleaning rooms at Hotel Santika Jemursari are standard operating procedures for cleaning rooms that are not properly run by room attendants, due to lack of support and supervision by supervisors, because in reality what happens is the application of operational standards is the responsibility of all room attendants.

Keywords: *Room cleaning, Standard procedure, room attendant*