

ABSTRAK

Tujuan penulisan Tugas Akhir ini adalah untuk mengetahui bagaimana standar operasional prosedur pembersihan kamar tamu di Hotel Kampi Surabaya. Penulis yang melakukan Praktik Kerja Lapangan dalam bidang *Housekeeping* sebagai *room attendant*, melakukan pengamatan terhadap Standar Operasional Prosedur Pembersihan Kamar di Kampi Hotel Surabaya. Penulis dapat menarik kesimpulan bahwa *room attendant* di Hotel Kampi Surabaya sudah menerapkan standar operasional prosedur pembersihan kamar.

Kata kunci: Standar Operasional Prosedur, kamar

ABSTRACT

The purpose of writing this final project is to find out how the standard operating procedures for cleaning guest rooms at Hotel Kampi Surabaya. The writer who practices the field work in the field of Housekeeping as a room attendant, observes the Standard Operating Procedures for Room Cleaning at Kampi Hotel Surabaya. The author can draw the conclusion that the room attendant at Hotel Kampi Surabaya has implemented standard operating procedures for cleaning the rooms.

Keywords: Standard Operating Procedures, room