

ABSTRACT

This study aims to determine how important the procedure for cleaning the toilet room of PT Carefast at BG Junction Mall Surabaya is, it can be concluded that the toilet attendants work according to well-defined cleaning procedures. This research is a descriptive study in which the authors conduct direct research for 3 months, data collection is done by observation and interviews as well as documentation and literature study to find and collect data about things in the form of notes and photos. Therefore, in this work the author aims to find out more about the procedures for cleaning the toilet room of PT Carefast at BG Junction Mall Surabaya. Based on this research, the author states that the standard operating procedure for cleaning the toilet room of PT Carefast at BG Junction Mall Surabaya is going well, although there are some obstacles in the work process that do not affect the regular cleaning of the toilet, this is very helpful in keeping the toilet clean, dry and odorless

Keywords: toilet, cleanliness, toilet cleaning standards

