

## ABSTRAK

Tujuan penulisan ini adalah untuk mengetahui bagaimana SOP (Standar Operasional Prosedur) pembersihan unit tamu pada saat pandemi di Ascott Waterplace Surabaya. Penulis yang juga bekerja sebagai *Housekeeping Supervisor* di Ascott Waterplace Surabaya melakukan pengamatan terhadap *room attendant* dan pembersihan unit apartemen. Penulis menyimpulkan bahwa dengan adanya Standar Operasional Prosedur Pembersihan Unit pada saat pandemi covid-19 di Ascott Waterplace Surabaya, membuat *room attendant* ataupun tamu merasa lebih aman dan nyaman dengan adanya penerapan protokol kesehatan yang telah dianjurkan oleh pemerintah, serta dapat meningkatkan kepercayaan dan kepuasan tamu atas pelayanan pada saat pandemi covid-19.

Kata kunci: Standar Operasional Prosedur, pandemi, unit.

## **ABSTRACT**

The purpose of this paper is to find out how the SOP (Standard Operating Procedure) for cleaning guest units during a pandemic at Ascott Waterplace Surabaya. The author who also works as a Housekeeping Supervisor at Ascott Waterplace Surabaya makes observations of the room attendant and cleaning of apartment units. The author concludes that with the Standard Operational Procedure for Cleaning Units during the covid-19 pandemic at Ascott Waterplace Surabaya, making room attendants or guests feel more secure and comfortable with the implementation of health protocols that have been recommended by the government, and can increase guest trust and satisfaction with services during the COVID-19 pandemic.

Keywords: Standard Operating Procedure, pandemic, unit.