

ABSTRACT

The purpose of writing this Final Project is to find out the Standard Operating Procedure for Cleaning Rooms at the Oakwood Hotel Surabaya. The author made observations at the Oakwood Surabaya hotel, Jl. Raya Kertajaya Indah No. 79, Manyar Sabrangan, Kec. Mulyorejo, Surabaya, East Java, 60116. From 09 September 2022 to 20 March 2023 for 6 months. The author concludes that a room attendant at the Oakwood Hotel Surabaya carries out his duties in accordance with the Standard Operating Procedures that have been set by the hotel, so that the hotel room maintains its cleanliness, tidiness, beauty and comfort.

Keywords :Housekeeping Department, standard operating procedure, room cleaning.

ABSTRAK

Tujuan penulisan Tugas Akhir ini adalah untuk mengetahui *Standard Operating Procedure* Pembersihan Kamar di Hotel Oakwood Surabaya. Penulis melakukan pengamatan di hotel Oakwood Surabaya Jl. Raya Kertajaya Indah No.79, Manyar Sabrangan, Kec. Mulyorejo, Surabaya, Jawa Timur, 60116. Mulai 09 September 2022 sampai 20 Maret 2023 selama 6 bulan. Penulis memberikan kesimpulan bahwa seorang *room attendant* di Hotel Oakwood Surabaya dalam menjalankan tugasnya sesuai dengan *Standard Operating Procedure* yang sudah ditetapkan hotel, agar kamar hotel tetap terjaga keberssian ,kerapian, keidahan dan kenyamanan nya.

Kata kunci : *Housekeeping Department, standard operating procedure*, pembersihan kamar.