

STANDARD OPERATING PROCEDURE FOR ROOM CLEANING IN HOTEL OAKWOOD SURABAYA

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ABSTRACT

The purpose of writing this final assignment is to find out *the Standard Operating Procedure for Room Cleaning* 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 month. The author concludes that a *room attendant* at Oakwood Hotel Surabaya carries out its duties in accordance with *the Standard Operating Procedures* that have been established by the hotel, so that hotel rooms are maintained clean, neat, beautiful and comfortable .

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

ABSTRACK

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.*

PENDAHULUAN

Housekeeping is a *department* that is responsible for ensuring that the condition of hotel rooms and the environment around the hotel is maintained clean and tidy. Scope of work *The Housekeeping Department* includes public areas , rooms, *laundry, linen, florist* and *garden*. *Housekeeping* was also still assisted by *casual staff* who had minimal experience in the hotel world and lacked insight into the ins and outs of the hotel world , so a lot of training was carried out for casuals *at* that time. Rooms are one of the most important *services* in the hotel industry today. The person or officer from *the Housekeeping Department* who is responsible for the cleanliness and maintenance of guest rooms is called *roomboy* . Meanwhile, the process of cleaning and maintaining guest rooms carried out by *room attendants* is called *room make up*. *The make up room* process is of course regulated in such a way by *the housekeeping department* for the smooth operation of the hotel and avoiding negative impacts that could harm the company. For this reason, rules and work steps were created which are called *Standard Operating Procedures (SOP)*. to make it easier *room attendant* in carrying out *the room make up process* and getting the results desired by guests so that no party is harmed.

Standard Operating Procedure (SOP) for room cleaning is a series of written work instructions what is done (documented) regarding the process of carrying out company administration, how and when

it must be done, where and by whom it is done. The benefit of *the Standard Operating Procedure (SOP)* for room cleaning is to standardize the way employees carry out work to complete their tasks, which aims to ensure that employees maintain the consistency and level of performance of employees or teams in the work unit organization, so that they clearly know the role and function of each -each position in the organization *Standard Function d Operating Procedure (SOP)* cleaning rooms to expedite the duties of officers, employees or work unit teams, as a legal basis if deviations occur, clearly knowing the obstacles and easy to track, directing employees to work together to diss ip lin at work, as a guide in carrying out routine work. The advantage of having a *Standard Operating Procedure (SOP)* for room cleaning is that a good SOP will serve as a guide for implementers, become a communication and monitoring tool and ensure work is completed consistently.

Based on the description above, the author raises the title: " *STANDARD OPERATING PROCEDURE ROOM CLEANING AT OAKWOOD HOTEL SURABAYA*".

RESEARCH METHODS

DISCUSSION

In this discussion 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 month. Results From observations of *the Standard Operating Procedure* for room cleaning at the Oakwood Surabaya hotel, it is described as follows:

In maximizing room cleaning, optimal SOPs are needed so that guests feel comfortable. The following is the SOP for room cleaning at the Oakwood Hotel Surabaya.

1. *Cleaning Guest Room Check Out*

a) **Check Out Room Cleaning Procedures**

- 1) Entering the room
Knocking on the door or ringing the bell by saying hello)
- 2) Open the curtain
Open the windows and curtains, so that fresh air and sunlight can enter the room .
- 3) Pay close attention
Paying attention to the condition of all the rooms, especially the rooms that have been left by guests, If there are items or facilities that are lost or taken by guests who have stayed in that room
- 4) I turn off all electrical equipment.
Turn off all the lights if they are still on, as well as turn off the TV, radio, or other electrical appliances that are not in use .
- 5) *Clean up* (cleaning) .
Hang up all guests' clothes scattered in the room Clean up all ashtrays, glasses, trays, water flasks, and throw rubbish in the trash , make sure there are no cigarette butts which is still on .
- 6) Check for damage
Check all equipment if anything is damaged, immediately report it to the housekeeping office for immediate repair by *engineering* .
- 7) Gather *linen*
Collect all dirty *linen* . To lift dirty sheets on the bed, one by one to avoid the possibility of guest items being left on the bed so that the midah will be discovered. And pay attention, maybe the mattress protector is dirty and needs to be replaced with a clean one .
- 8) Effective steps
After putting the dirty *linen* into the *trolley bag* , return to the room with clean *linen* , guest equipment and cleaning supplies according to your needs .

b) **Standard Operating Procedures for Cleaning Hotel Rooms**

- a) Let go of the bed
 - a) Use gloves before opening the bed
 - b) Pull the bed approximately 15cm/6 inches from the headboard.

- c) Removes all *linens* & covers according to specified replacement schedule
- d) Place pillows and blankets on changing chairs and not on the floor.
- b) Spread out and check the base of the bed first.
 - a) Place the front side up, and use a rubber band on the back to secure it to the mattress.
 - b) Align the mattress base with the corner of the bed
 - c) Make sure there are no stains on the surface.
- c) Spread out the bed sheet
 - a) Then stand at the foot of the bed, open the flat sheet and spread it over the bed
 - b) Place the front of the sheet up, and the center line of the sheet should be in the middle of the mattress
 - c) Starting from the head of the bed, wrap the corners at right angles (90°), secure by tucking the sheet under the mattress and smooth , the angles of the four corners must be the same
 - d) Make sure the edges of the bed are not disturbed
- d) Full *linen* change days , place the *duvet* on *the duvet cover* and spread out *the duvet* .
 - a) Place the *duvet* cover opened wide at the head of the bed, with the edge of the cover on top.
 - b) Unfold the *duvet* and match the top edge of *the duvet* with *the duvet cover*
 - c) Open the *duvet* cover and slide *the duvet* into the cover.
 - d) Once *the duvet* is inside *the duvet cover*, pull on the top corner of *the duvet* to ensure the duvet is securely in place and lift the covered duvet and let it fall back onto the bed.
 - e) Shocking *duvet* to fluff up the feathers or filling of *the duvet*
 - f) Center the covered *duvet* so that the ends hang flat against the sides of the mattress. Make sure the *duvet* opening box is at the foot of the bed.
 - g) Fold the blanket from the head of the bed to about one pillow size (30cm). After that the surface must be smoothed to prevent any bumps or creases
- e) Place the pillow in the pillowcase and place the pillows.

- a) *double* bed , two pillows for a single bed .
 - b) Every pillow should have a pillow protector and pillowcase.
 - c) Shake and make sure the pillowcase fits snugly on the pillow.
 - d) The four corners of the pillow should have a full, smooth appearance, and the openings of the pillowcase should face each other.
 - e) Place the two groups of pillows symmetrically
 - f) The opening face of a single bed or twin bed should be away from the bedroom entrance.
- c) **Standard Operating Procedures for Cleaning Dust**
- 1) Dusty sofa or chair
 - a) Check whether there is any damage. If damaged, remove the cover and place it on the damaged equipment area on the trolley.
 - b) Use a slightly damp cloth to wipe the upholstery
 - c) If it shows a little, use a stain remover.
 - 2) Reposition pillows and throw pillows
 - a) Sofa covers should be deep cleaned twice a year with a shampoo machine with a special cleaner.
 - 3) Hanging artwork
 - a) Ensure there are no scratches on the artwork and that it is free from fingerprints. Wipe the artwork frame with a dry cloth. Be careful when handling breakable items
 - b) Clean the glass cover with a damp cloth. Use sideways movements from top to bottom to clean the glass surface.
- d) **Standard Operating Procedures for Cleaning Bathrooms and Toilets**
- 1) Turn on the tap and flush
 - Ensure that the faucet and *drainage* are functioning properly, if maintenance is needed, report it to the office.
 - 2) Spray detergent in the toilet
 - The toilet bowl must be soaked with a special *chemical* for at least 1 minute
 - 3) Tie up the toilet bowl
 - Start at the top and work down and across
 - Make sure there are no stains left.
 - 4) Turn on the tap and flush again
 - Tie the toilet bowl that has been washed at once then shake until dry in a bowl
- 5) Wipe the outside of the toilet bowl with a damp cloth
 - Wipe the top , lid, seat cover, bottom seat cover, and bottom.
- e) **Standard Operating Procedures for Cleaning the Kitchen (*Kitchen Nite*)**
- 1) Quadruple the knife block with all the utility knives
 - The knife block with all utility knives should be placed in the left corner of the sink.
 - 1 kitchen knife, 1 bread knife, 1 utility knife and 1 slicing knife.
 - Ensure blades and blocks are clean.
 - 2) Put the rice cooker on four
 - The rice cooker should be placed in front of the knife block
 - Make sure the surface is clean and *the rice cooker* can work properly
 - 3) Place a strainer and drainer on a plate
 - The colander and dish drainer should be placed next to the sink
 - A strainer should be placed inside the dish drainer
 - 4) Quadruple the cutting board
 - Hang the cutting board on the rack behind the sink
- f) **Standard Operating Procedures for Using a Vacuum Cleaner**
- 1) Plugging the vacuum into the stop closest contact at the entrance of each bedroom.
 - Keep hands clean and dry as a safety precaution.
 - 2) Choose the right function for the carpet.
 - broom for use in cleaning corners that the vacuum cleaner can't reach
 - 3) Vacuum bedroom
 - Work through the bedroom based on a specified flow clockwise or counterclockwise from the starting point.
 - Make sure floors under and behind all furniture are vacuumed.
 - Ensure floors behind all equipment are vacuumed.
 - Ensure all areas are cleaned thoroughly and corners or hard to reach places are not overlooked.
 - 4) Return all furniture and items to their original places after vacuuming the area.
 - Ensure area is prepared for Apartment setup.

g) Final check

Check again before leaving the room:

- ✓ Maybe the windows haven't been locked, the AC hasn't been running, the lights are still on
- ✓ It is also possible that the room facilities are not complete or the location is wrong, there may also be equipment left behind.
- ✓ Close the door ensuring that it is locked.

2. Cleaning Guest Room Occupied

a. Standard Operational Procedures for Cleaning Occupied Rooms

- 1) Entering the room
Knock on the door or ring the bell by saying *hello* .
- 2) Open the curtain
Open the windows and curtains, so that fresh air and sunlight can enter the room .
- 3) *Clean up* (cleaning)
Hang all the guests' clothes scattered in the room. Clean all ashtrays, glasses, trays, water flasks, and throw rubbish in the trash, making sure there are no cigarette butts that are still lit.
- 4) Check for damage
Check all equipment if anything is damaged, immediately report it to the *housekeeping office* for immediate repair by *engineering* .
 - a) Gathering linens
Collect all dirty *linen* . To lift dirty sheets on the bed. And pay attention maybe the mattress protector is dirty and should be replaced with a clean one.
 - b) L effective steps
After putting the dirty *linen into the trolley bag* , return to the room with clean *linen* , guest equipment and cleaning supplies as needed.

b. Standard Operating Procedures for Cleaning Bedrooms

- 1) Letting Go of the Bed
 - a) Use gloves before opening the bed
 - b) Pull the bed approximately 15cm or 6 inches from the head of the bed.
 - c) Removes all linens & covers according to specified replacement schedule
 - d) Place pillows and blankets on the changing chair and not on the floor.
- 2) Spread out and check the bed cover first.
 - a) Place the front side up, and use a rubber band on the back to secure it to the mattress.

b) Mense align the mattress base with the corners of the bed.

c) Make sure there are no stains on the surface.

d) Spread out the bed sheet

e) Then stand at the foot of the bed, open the flat sheet and spread it over the bed

f) Place the front of the sheet up, and the center line of the sheet should be in the middle of the mattress

g) Starting at the head of the bed, wrap the corners at right angles (90°), secure by tucking the sheet under the mattress and smooth

h) The angles of all four corners must be the same

i) Make sure the edges of the bed are not disturbed

3) Full *linen* change days , place the *duvet* on the *duvet cover* and spread the *duvet*.

a) Place the *duvet* cover opened wide at the head of the bed, with the edge of the cover on top.

b) Unfold the *duvet* and match the top edge of the *duvet* with the *duvet cover*

c) Open the *duvet* cover and slide the *duvet* into the cover.

d) Once the *duvet* is inside the *duvet cover* , pull on the top corner of the *duvet* to ensure it is securely in place and lift the covered *duvet* and let it fall back onto the bed.

e) Shaking *duvet* to fluff up the feathers or contents of the *duvet*

f) Center the covered *duvet* so that the ends hang flat against the sides of the mattress. Make sure the *duvet* opening box is at the foot of the bed.

g) Fold the blanket from the head of the bed to about one pillow size (30cm). After that the surface must be smoothed to prevent any bumps or creases

4) Place the pillow in the pillow case and place the pillow.

a) *double* bed , two pillows for a *single* bed .

b) Every pillow should have a pillow protector and pillowcase.

c) Shake it around and make sure the pillowcase fits snugly over the pillow.

d) The four corners of the pillow should have a full, smooth appearance, and

the openings of the pillowcase should face each other.

- e) Place the two groups of pillows symmetrically
- f) The opening face of a single bed or twin bed should be away from the bedroom entrance.

c. Standard Operating Procedures for Cleaning Dust

- 1) Dusty sofa or chair
 - a) Check for any damage. If damaged, remove the cover and place the trolley in the area of the damaged equipment.
 - b) Use a slightly damp cloth to wipe the upholstery
 - c) If it shows a little, use a stain remover.
- 2) Reposition pillows and throw pillows
Sofa covers should be deeply cleaned twice a year with a shampoo machine with a special cleaner.
- 3) Hanging artwork
 - a) Ensure there are no scratches on the artwork and that it is free from fingerprints.
 - b) Wipe the artwork frame with a dry cloth. Be careful when handling breakable items
 - c) Clean the glass cover with a damp cloth. Use sideways movements from top to bottom to clean the glass surface.

d. Standard Operating Procedures for Cleaning Bathrooms and Toilets

- 1) Turn on the tap and flush
Ensure that the faucet and *drainage* are functioning properly, if maintenance is needed, report it to the office.
- 2) Spray detergent in the toilet
The toilet bowl must be soaked with a special *chemical* for at least 1 minute
- 3) Tie up the toilet bowl
 - a) Start at the top and work down and across
 - b) Make sure there are no stains left.
- 4) Turn on the tap and flush again
Tie the toilet bowl that has been washed at once then shake until dry in a bowl
- 5) Wipe the outside of the toilet bowl with a damp cloth
Wipe the top, lid, seat cover, bottom seat cover, and bottom.

e. Standard Operating Procedures for Cleaning the Kitchen

- 1) Quadruple the knife block with all the utility knives
 - a) The knife block with all utility knives should be placed in the left corner of the sink.
 - b) 1 kitchen knife, 1 bread knife, 1 utility knife and 1 slicing knife.
 - c) Ensure blades and blocks are clean.
- 2) Place the rice cooker
 - a) Place the rice cooker in front of the knife block
 - b) Make sure the surface is clean and the rice cooker can work properly
- 3) Place a strainer and drainer on a plate
 - a) Place the strainer and dish drainer next to the washing tank
 - b) Place the strainer inside the drainer plate
- 4) Quadruple the cutting board
Hang the cutting board on the rack behind the sink

f. Standard Operating Procedures for Using a Vacuum Cleaner

- 1) Plug the vacuum cleaner into the nearest outlet at the entrance of each bedroom.
Keep hands clean and dry as a safety precaution.
- 2) Choose the right function for the carpet.
broom for use in cleaning corners that a vacuum cleaner can't reach .
- 1) Vacuum bedroom
 - a) Work through the bedroom based on the specified flow (clockwise or counterclockwise) from the starting point.
 - b) Make sure floors under and behind all furniture are vacuumed.
 - c) Ensure floors behind all equipment are vacuumed.
 - d) Ensure all areas are cleaned thoroughly and hard to reach corners/places are not overlooked.
- 2) Return all furniture and items to their original places after vacuuming the area.
Ensure area is prepared for Apartment setup.

g. Last checking or last inspection.

- Check again before leaving the room:
- ✓ Maybe the windows haven't been locked, the AC hasn't been running.
 - ✓ It is also possible that the room facilities are not complete or the location is wrong, there may also be equipment left behind.
 - ✓ Ask the guest if there is a lack of service (if the guest is in the room).

- ✓ Close the door by saying goodbye and ensuring that the door is locked (if the guest is in the room).
3. *Cleaning Room Vacant*
- a. **Standard Room Vacant Cleaning Procedures**
- 1) Entering the room
Knocking on the door or ringing the bell
 - 2) Open the curtain
Open the windows and curtains, so that fresh air and sunlight can enter the room
 - 3) Pay close attention
Pay attention to the condition of all rooms, especially rooms that have been left by guests, if there are items or facilities that are lost or carried away by guests who have stayed in that room.
 - 4) Turn off all electrical equipment.
Turn off all the lights if they are still on, and turn off the TV, radio or other electrical devices that are not in use .
 - 5) *Clean up* (cleaning up)
Hang up all the guests' clothes scattered in the room. Clean all ashtrays, glasses, trays, water flasks, and throw rubbish in the trash, making sure there are no cigarette butts that are still lit.
 - 6) Check for damage
Check all equipment if anything is damaged, immediately report it to the *housekeeping office* for immediate repair by *engineering* .
 - 7) Gather *linen*
Gather all the dirty *linen* . To lift dirty sheets on the bed, one by one to avoid the possibility of guest items being left on the bed so they can easily be discovered. And pay attention, maybe the mattress protector is dirty and needs to be replaced with a clean one .
 - 8) Effective steps
After putting the dirty *linen into the trolley bag* , return to the room with clean *linen* , guest equipment and cleaning supplies as needed.
- b. **Standard Operating Procedures for Cleaning Hotel Rooms**
- 1) Let go of the bed
 - Use gloves before opening the bed
 - Pull the bed approximately 15cm or 6 inches from the headboard.
 - Removes all *linens* & covers according to specified replacement schedule
 - Place pillows and blankets on changing chairs and not on the floor.
 - 2) Spread out and check the base of the bed first.
 - Place the front side up, and use a rubber band on the back to secure it to the mattress.
 - Align the mattress base with the corner of the bed
 - Make sure there are no stains on the surface.
 - 3) Spread out the bed sheet
 - Then stand at the foot of the bed, open the flat sheet and spread it over the bed
 - Place the front of the sheet up, and the center line of the sheet should be in the middle of the mattress
 - Starting from the head of the bed, wrap the corners at right angles (90°), secure by tucking the sheet under the mattress and smooth , the angles of the four corners must be the same
 - Make sure the edges of the bed are not disturbed
 - 4) Full *linen* change days , place *the duvet* on *the duvet cover* and lay out *the duvet*.
 - Place the *duvet* cover opened wide at the head of the bed, with the edge of the cover on top.
 - Unfold the *duvet* and match the top edge of *the duvet* with *the duvet cover*
 - Open the *duvet* cover and slide *the duvet* into the cover.
 - Once *the duvet* is inside the *duvet cover*, pull on the top corners of *the duvet* to ensure it is securely in place and lift the covered duvet and let it fall back onto the bed .
 - Shocking *duvet* to fluff up the feathers or filling of *the duvet*
 - Center the covered *duvet so that the ends hang flat against the sides of the mattress*. Make sure the duvet opening box is at the foot of the bed.
 - Fold the blanket from the head of the bed to about one pillow size (30cm). After that the surface must be smoothed to prevent any bumps or creases
 - 5) Place the pillow in the pillowcase and place the pillows.
 - *double* bed , two pillows for a single bed .

- Every pillow should have a pillow protector and pillowcase.
- Shake it around and make sure the pillowcase fits snugly over the pillow.
- The four corners of the pillow should have a full, smooth appearance, and the openings of the pillowcase should face each other.
- Place the two groups of pillows symmetrically
- The opening face of a single bed or twin bed should be away from the bedroom entrance.

c. Standard Operating Procedures for Cleaning Dust

- 1) Dusty sofa or chair
 - Check whether there is any damage. If damaged, remove the cover and place it on the damaged equipment area on the trolley.
 - Use a slightly damp cloth to wipe the upholstery
 - If it shows a little, use a stain remover.
- 2) Reposition pillows and throw pillows
Sofa covers should be deeply cleaned twice a year with a shampoo machine with a special cleaner.
- 3) Hanging artwork
 - Ensure there are no scratches on the artwork and that it is free from fingerprints.
 - Wipe the artwork frame with a dry cloth. Be careful when handling breakable items
 - Clean the glass cover with a damp cloth. Use sideways movements from top to bottom to clean the glass surface.

d. Standard Operating Procedures for Cleaning Bathrooms and Toilets

- 1) Turn on the tap and flush
Make sure the taps and *drainage* are functioning properly, if maintenance is needed, report it to the office.
- 2) Spray detergent in the toilet
The toilet bowl should be soaked with special *chemical* for at least 1 minute
- 3) Tie up the toilet bowl
 - Start at the top and work down and across
 - Make sure there are no stains left.
- 4) Turn on the tap and flush again

Tie the toilet bowl that has been washed at once then shake until dry in a bowl

- 5) Wipe the outside of the toilet bowl with a damp cloth

Wipe the top , lid, seat cover, bottom seat cover, and bottom.

e. Standard Operating Procedures for Cleaning the Kitchen (*Kitchen Nite*)

- 1) Quadruple the knife block with all the utility knives
 - The knife block with all utility knives should be placed in the left corner of the sink.
 - 1 kitchen knife, 1 bread knife, 1 utility knife and 1 slicing knife.
 - Ensure blades and blocks are clean.
- 2) Put the rice cooker on four
 - The rice cooker should be placed in front of the knife block
 - Make sure the surface is clean and *the rice cooker* can work properly
- 3) Place a strainer and drainer on a plate
 - Colanders and dish drainers should be placed next to the sink
 - A strainer should be placed inside the dish drainer
- 4) Quadruple the cutting board
Hang the cutting board on the rack behind the sink

f. Standard Operating Procedures for Using a Vacuum Cleaner

- 1) Plugging the vacuum into the stop closest contact at the entrance of each bedroom. Keep hands clean and dry as a safety precaution.
- 2) Choose the right function for the carpet. broom for use in cleaning corners that a vacuum cleaner can't reach .
- 3) Vacuum bedroom
 - Work through the bedroom based on the specified flow (clockwise or counterclockwise) from the starting point.
 - Make sure floors under and behind all furniture are vacuumed.
 - Ensure floors behind all equipment are vacuumed.
 - Ensure all areas are cleaned thoroughly and hard to reach corners/places are not overlooked.
- 4) Return all furniture and items to their original places after vacuuming the area. Ensure area is prepared for Apartment setup.

g. Final check

Check again before leaving the room:

- 1) Maybe the windows haven't been locked, the AC hasn't been running, the lights are still on .
- 2) It is also possible that the room facilities are not complete or the location is wrong, there may also be equipment left behind.
- 3) Close the door ensuring that it is locked.

CONCLUSION

From the discussion, the author concludes that a *room attendant* at Oakwood Hotel Surabaya carries out its duties in accordance with *the Standard Operating Procedures* that have been established by the hotel, so that hotel rooms are maintained clean, neat, beautiful and comfortable.

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