



Implementation of standard operating procedures for making up rooms for guest comfort at hotel grandhika pemuda semarang

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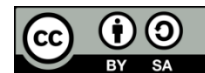
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ABSTRACT

This study aims to explain the implementation of Standard Operating Procedures (SOP) for making up rooms at Hotel Grandhika Pemuda Semarang with a focus on guest comfort. SOP for making up rooms is a work guideline that ensures that the cleaning and arranging of rooms are carried out according to the standards set by the hotel, thus providing a comfortable stay experience for guests. The research method uses a qualitative descriptive approach with data collection techniques through direct observation, interviews with supervisors, and documentation studies. The results of the study indicate that the implementation of SOP for making up rooms is consistently able to improve the cleanliness, tidiness, and comfort of hotel rooms. However, there are several obstacles, such as the lack of ongoing training for staff and time constraints in the cleaning process when the occupancy rate is high. The conclusion that can be drawn is that with optimization efforts through routine training, stricter supervision, and effective work time management. Implementation of good make up room SOP can increase guest comfort and the reputation of Hotel Grandhika Pemuda Semarang as a hotel that prioritizes service quality.

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1. Introduction

The tourism industry has now become an inseparable part of society and is also used as a means to relieve stress. Tourism activities themselves require supporting facilities such as accommodation. A hotel is a type of residence that is usually used for tourism purposes. Tourists certainly need a hotel as a place to rest, and the hotel also functions as a comfortable place for visitors. In the city of Semarang, the hotel business has bright prospects. This can be seen from the increasing number of hotel guests and the increasing number of entrepreneurs who establish new hotel businesses in the city of Semarang. One of the causes of the increasing number of hotel guests is the frequent government agencies in Semarang holding seminars and other events. The increasing number of guests staying at the hotel is an advantage for the hotel to increase revenue. The increasing number of guests who come also affects the increasing number of hotel businesses built in the city of Semarang. [1]

As a 4-star hotel in the city center, Hotel Grandhika Pemuda Semarang always strives to provide the best service to meet guest expectations and needs. The implementation of organized and consistent Standard Operating Procedures (SOP) is an important component in maintaining service quality, especially in terms of room cleanliness (make-up room). Guest comfort is very important for their stay experience. In this context, room cleanliness and neat arrangement are very important to make the place of residence comfortable and enjoyable for guests. As part of the Standard Operating Procedure created by the hotel management to ensure that each guest room is well prepared and meets the cleanliness and comfort criteria determined by the hotel management [2].

People who stay at Hotel Grandhika Pemuda Semarang expect quality service from facilities and cleanliness. Each room must be cleaned carefully, paying attention to details such as linen changes, bathroom cleanliness, provision of amenities, and attractive room layout. A good makeup room SOP can also reduce complaints, make guests more satisfied, and ultimately increase guest loyalty to the hotel.

Guest discomfort due to standards that do not meet expectations, negligence in cleaning, and untimely cleaning of rooms are some of the problems that often occur in hotels [2]. For this reason, it is very important to implement a correct and consistent make-up room SOP at the Grandhika Pemuda Semarang Hotel. With a structured Standard Operating Procedure (SOP), every housekeeping employee can work efficiently, understand their responsibilities, and ensure that each room is in the best condition for guests to use. Ultimately, this will improve a more comfortable environment and support the hotel's reputation as a favorite place to stay in Semarang.

Based on the background above, regarding the importance of room service, on this occasion, the author chose the title " Implementation of Standard Operating Procedures for Make Up Rooms for Guest Comfort at the Grandhika Pemuda Semarang Hotel ".

2. Method

2.1. Hotel

A hotel is a place that operates in the accommodation service sector commercially by offering food, beverage services, and various additional facilities. According to Bagyono in [3], a hotel is a place to live that is managed professionally and is business-oriented, where everyone can get a place to stay, food, drinks, and various other services. This definition emphasizes the commercial aspect of the hotel, where services are designed to meet guests' needs for comfort and quality of service.

According to Sulastiyono in [4] Hotel is a business managed by its owner that provides food and beverages as well as bed facilities for those who are on business trips and can pay fairly according to the services they receive without a special contract. This hotel aims to offer comfort and convenience for guests who stay, both for business and entertainment, by paying the specified rate.

2.2. Room attendant

According to Sulastiyono in [5] Room Attendant is an employee who works in the housekeeping department whose job is to clean, tidy, and prepare guest rooms in a hotel so that they are always clean, tidy, and ready to be used by guests. Room attendants are also responsible for checking and ensuring the completeness of the facilities in the room, such as toiletries, towels, and other equipment, and reporting any damage or deficiencies that need to be repaired. A Room Attendant is someone who is tasked with maintaining the cleanliness and tidiness of guest rooms in a hotel. Their main responsibilities include cleaning, changing linens, and providing toiletries and other facilities. Room attendants have an important role in creating a pleasant experience for guests because a clean and orderly atmosphere can increase guest satisfaction and comfort during their stay at the hotel.

2.3. Standar operational procedure

According to Sailendra in [6], Standard Operating Procedure (SOP) is a guideline designed to support employees in carrying out their duties and obligations consistently and efficiently. SOP aims to ensure that all operational processes are carried out in the same way, thereby increasing efficiency, service quality, and customer satisfaction. With SOPs, organizations can minimize errors, increase productivity, and ensure that all team members understand the procedures to be followed in their work. The SOPs in hotels are used as guidelines for the smooth running of work carried out by hotel employees so that guests remain happy, safe, and comfortable.

2.4. Make up room

Make Up Room is a stage to tidy up and clean the guest room so that it remains neat, comfortable, and safe by providing facilities and equipment in the room for guests. Cleaning the room is important to maintain health, increase comfort, and create a pleasant atmosphere while staying at the hotel. According to Al Baatafi in [7] said that the guest room must be cleaned after the guest checks out, so that new guests can rest comfortably, calmly, and feel safe. According to Rumekso in [7]. "A room is an area or room provided for

visitors to stay and rest for several nights, complete with facilities and equipment provided by the hotel in the room for guests."

2.5. Housekeeping department

According to Bagyono in [8] housekeeping is a part of the hotel sector that is responsible for maintaining the cleanliness, maintenance, and care of public areas, guest rooms, and other operational areas. The main purpose of housekeeping is to create a comfortable, clean, orderly, and pleasant hotel environment for guests and to ensure that all hotel facilities are in good condition and ready to use, so that guests have a satisfying stay experience. In carrying out its functions, housekeeping activities begin with the management of fabric materials such as sheets, pillowcases, curtains, and then maintaining the tidiness and cleanliness of each room and existing equipment, as well as maintaining the entire hotel area. The housekeeping department is also responsible for maintaining the cleanliness and tidiness of the lobby area, corridors, restaurants, staff canteens, employee changing rooms, meeting rooms, and office spaces. Related to the duties and functions of housekeeping, housekeeping workers are expected to have attitudes, understanding, and skills regarding how to maintain the tidiness and cleanliness of hotel rooms, along with the application of techniques and procedures for using tools properly.

3. Method

Research is a series of search activities carried out with enthusiasm, perseverance, and planning to identify and update existing information. This research aims to identify or obtain information for specific needs and purposes. Based on Sugiyono's opinion, the research method is a structured procedure or stage to obtain data and information needed in a study. Data collection, analysis, and drawing conclusions to answer research questions are carried out through various techniques and steps in the research method. Sugiyono in [9], also emphasized the importance of choosing a method that is appropriate to the research objectives, the type of data expected, and the context of the research. Research methods are divided into various categories, such as qualitative, quantitative, or a combination of both, depending on the method used by the researcher. In this writing, the author applies a qualitative research approach. Qualitative research is a type of research that utilizes case study techniques, interviews, and observations, without using numbers, tables, or graphs to collect information. According to [10] qualitative research is a research method aimed at studying social phenomena through the perspective of participants. This research focuses on the importance of a deep understanding of social interactions, actions, and views of individuals or groups on a particular issue. In this case, a qualitative approach is a research method that produces descriptive information about the actions and written or oral statements of people. Therefore, the data collected is not numbers, but words or sentences.

4. Results and Discussion

The implementation of Standard Operating Procedures (SOP) for the Make Up Room at Hotel Grandhika Pemuda Semarang aims to provide maximum comfort and a positive stay experience for guests. Here are the steps for implementing the SOP Make Up Room at Hotel Grandhika Pemuda Semarang.

Knocking three times is a common way to show professionalism and courtesy. If there is no response, wait a few seconds, then knock again to identify yourself. The goal is to let your guests know who is at the door so they feel safe and comfortable. When working on a hotel room, the officer reports the room's position in the WhatsApp group. Position reports are usually made to monitor or ensure that the work is going well.

Staff are asked to check every corner of the room when checking out, including under the bed, in the closet, and in the bathroom. To ensure that no guest items are left behind, such as jewelry, documents, or electronics, if any items are found, staff must immediately report them to the WhatsApp group or supervisor. This is an important step to keep items safe and track ownership, as well as to ensure that items can be returned to guests quickly. The procedure of checking hotel room facilities to ensure everything is functioning properly before and after a guest's stay. This helps to maintain the standard of room facilities so that guests feel comfortable and satisfied with their stay.

When entering the room, the curtains should be opened to keep the room comfortable and pleasant, and save on the use of lights when cleaning the room. Strip the trash throughout the room, both in the ashtray and scattered on the floor.

The housekeeper checks and collects all trash in the room, including on the table, floor, bathroom, and any ashes or cigarette butts that may be in the ashtray. This ensures the room is free of trash and ready for new guests or keeps the room looking clean, comfortable, and well-maintained.

The staff ensures that drinking utensils, such as glasses, cups, and spoons, are clean and hygienic and ready to be used by the next guest. They also soak the drinking utensils to remove stains or drink marks, making them easier to wash. The staff checks the bathroom to collect bath towels, bath mats used by guests. The staff also removes all dirty linens, including sheets, pillow cases, and duvet covers that have been used by guests. These linens are collected in the soil bag next to the trolley. After the soil bag is full of dirty linen, someone will pick it up. To be washed and replaced with new linen.

One of the important steps in preparing a hotel room is the "making bed" process, to ensure that the bed looks neat and comfortable for the next guest. The making bed process, when occupied, the pillows are placed facing each other, the curtains are closed, the lights are turned on, and given a fragrance. The making bed process when checking out, the pillows are placed upright, facing each other. The technician starts by cleaning small stains, such as water splashes, soap scum, or dust that has settled on the mirror, sink, faucet, and floor. The technician also uses a stronger, specialty cleaner, such as a descaling agent, to clean more difficult stains, such as water scale, soap scum that has built up, or mold in between tiles. After the small and stubborn stains are removed, the technician rinses the surface with clean water to remove them. Finally, the technician rechecks the entire bathroom to make sure there are no remaining stains.

Arrange the bath towels on the top shelf after folding them into rectangles or small rolls. Fold the hand towels in half lengthwise. Then, fold them in half again and make a small rectangle. Fold the hand towels in the middle, then hang them evenly. Arrange the amenities from a dental kit, a comb, a shaving kit, hand soap, and others neatly. Besides the amenities, there is a face towel to dry your face after washing your face. Make sure the

toilet paper is available in its place and there is a spare; make a triangle tissue shape to beautify it.

Place shampoo and bath gel near the shower area. The location should be within arm's reach without having to stretch. Arrange shampoo and bath gel in parallel or close together for a neat look. By placing the phone on the bedside table, guests can use the phone without moving. Spa brochures should be neatly arranged on top of other brochures, such as room guides or restaurant menus. Place a notepad and pencil near the brochures and phone for easy access to jot down messages, reminders, or other needs. Place the TV remote on the bedside table, choosing a location close to the guest's primary position, usually the bed. For a more organized look, use a special remote holder.

There is a hanger with a clip to hang women's clothes, and it requires a clamp, while one can be used to hang formal clothes. Underneath, there is a safe box to store valuables. And there is a price list and a laundry bag for guests' dirty clothes. Prepare or refill the supplies needed by guests in the room. The attendant ensures that all supplies are clean, orderly, and in sufficient quantity according to hotel standards, and that any items that are used up or out are replaced with new ones.

To remove dust that sticks, the officer wipes the entire surface of the furniture with a soft, clean cloth. This includes the top of the table, the sides of the shelves, and the corners that are often missed. After finishing, the officer ensures that there is no dust left on the flat surface or gaps in the furniture. To ensure that any dust or dirt that may have been picked up during the vacuum does not contaminate previously cleaned areas, the vacuum cleaner starts the vacuum furthest from the room entrance and checks hidden areas such as under beds, around tables or chairs, and in corners of the room where dust can accumulate.

Close the windows, turn on the AC and TV, and spray with fresh air in the room

After the room is cleaned, the housekeeper closes the windows to increase the temperature inside and reduce noise from outside. Before the guest enters, the housekeeper turns on the air conditioning and sets the room temperature to a comfortable level, usually 24° Celsius. The housekeeper must also ensure that the remote control is working properly and turn on the TV to a welcome or hotel information channel to greet the guest, as required by standard hotel procedures. As a final step, the housekeeper sprays a light air freshener throughout the room to create a pleasant and fresh scent.

After cleaning and completing all the room equipment, the staff checks again to ensure that all facilities are available and clean. The final checking process is very important to ensure that the room has been prepared to the cleanliness standard, leaving a clean, tidy, and warm impression for the guests who will come. After checking and cleaning the room, the attendant closes the door tightly. Fill in the room attendant report, which contains information about the cleanliness status and room preparation. This report is useful for the supervisor to ensure that the room is ready to be sold to new guests and provides information about the condition of each room that has been cleaned. In addition, it ensures that there is a complete record to maintain hotel service standards.

5. Conclusion

The conclusions that can be drawn based on the research on the Implementation of Standard Operating Procedures for Make Up Rooms for Guest Comfort at the Grandhika Pemuda Hotel Semarang are as follows:

1. The implementation of Standard Operating Procedures (SOP) for Make Up Rooms at the Grandhika Pemuda Hotel Semarang aims to provide maximum comfort to guests through various detailed steps. These steps include starting from identity recognition, position reports, checking all rooms and room facilities, opening curtains, cleaning trash, washing drinking utensils, stripping dirty linen, making beds, cleaning bathrooms, completing guest equipment, wiping furniture, and vacuuming. This process ends with a re-check and filling out a report that records the cleanliness status and room preparation. All of these steps are very important to maintain hotel cleanliness and service standards, so that guests feel safe, comfortable, and satisfied during their stay.
2. The challenges faced by room attendants at the Grandhika Pemuda Hotel Semarang in implementing Standard Operational Procedure (SOP) for make-up rooms include staff training, high occupancy rates, poor coordination between departments, and limited equipment and supplies. All of these factors have the potential to cause discomfort to guests and reduce the quality of service provided. Improving training and addressing other barriers is critical to maintaining standards of cleanliness and comfort for visitors.

DECLARATION OF COMPETING INTERESTS

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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