

## ABSTRAK

Judul laporan akhir “Peran *Room Attendant* Dalam Upaya Peningkatan Pelayanan *Housekeeping Department* Di Muara Hotel Ternate”.Di bimbing oleh( Ibu Halida Nuria, S.S.,M.Si dan Ibu Fitria Soamole S.S., M.Sc).

Laporan akhir ini bertujuan untuk mengetahui peran *room attendant* di Departemen *Housekeeping* dalam meningkatkan pelayanan. Selain itu, upaya yang dilakukan *room attendant* dalam memberikan pelayanan pada tamu yang menginap di Muara Hotel.

Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Sumber data diperoleh dari wawancara, observasi atau pengamatan dan studi dokumen. Adapun studi dokumen diambil melalui arsip-arsip pada hotel yang berkaitan dengan permasalahan dalam penelitian. Langkah-langkah dalam penelitian ini di antaranya, pertama, teknik pengumpulan data yang terdiri dari observasi, wawancara, dan studi dokumen. Kedua, teknik analisis data dan ketiga teknik penyajian hasil analisis data

Hasil penelitian ini menemukan bahwa peran *room attendant* di Departemen *Housekeeping* sudah sangat baik, tentunya dilihat dari beberapa hal di antaranya, ketentuan-ketentuan yang berlaku untuk karyawan, karyawan (misal, hal-hal yang dilarang dan juga diperbolehkan perusahaan atau Muara hotel) dan mengikuti *Standart Operating Procedure* (SOP) pada Muara Hotel. Sementara, upaya *room attendant* sangat memuaskan tamu yang dilihat berdasarkan pada sikap *room attendant* saat menerima dan melayani tamu.

**Kata Kunci:** Peran dan Upaya, *Room Attendant*, *Housekeeping*

## **ABSTRACT**

*The title of the final report is "The Role of Room Attendants in Efforts to Improve Housekeeping Department Services in Muara Hotel Ternate". Guided by (Mrs. Halida Nuria, S.S., M.Si and Mrs. Fitria Soamole S.S., M.Sc).*

*This final report aims to determine the role of room attendants in the Housekeeping Department in improving services. In addition, the efforts made by the room attendant in providing services to guests staying at Muara Hotel.*

*This research uses qualitative methods with a descriptive approach. Data sources are obtained from interviews, observations or observations and document studies. The study documents are taken through archives at the hotel related to problems in research. The steps in this study include, first, data collection techniques consisting of observation, interviews, and document studies. Second, data analysis techniques and third data analysis results presentation techniques.*

*The results of this study found that the role of room attendants in the Housekeeping Department is very good, of course, seen from several things including, provisions that apply to employees, employees (for example, things that are prohibited and also allowed by the company or Muara hotel) and follow the Standard Operating Procedure (SOP) at Muara Hotel. Meanwhile, the room attendant's efforts are very satisfying to guests which is seen based on the room attendant's attitude when receiving and serving guests.*

**Keywords:** *Role and Effort, Room Attendant, Housekeeping*