THE ROLE OF ROOM ATTENDANTS ON CUSTOMER SATISFACTION AT THE IBIS ACARDIA HOTEL JAKARTA

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Abstract
The purpose of writing this research is to determine the role of the room attendant on customer satisfaction at the Ibis Arcadia Jakarta hotel. Hotel is one type of accommodation that used by many tourists as a place to stay, eat, drink and various services and other facilities with payment. Hotel business continues to grow rapidly in Indonesia. Guest service is one of the most influential things for the guest experience. The department at the hotel whose role to provide guest services so that they feel satisfied and want to visit again is the room attendant. In carrying out his duties, the room attendant is directly related to all hotel guests and as a good room attendant, he must be able to give positive first impressions. The type of research method used in this journal is qualitative. Researchers look for information or data sources from reviews about how room attendants provide good service to every guest who comes to the Ibis Arcadia Hotel Jakarta. Based on observations by researchers, researchers found that the room attendant had performed their duties and responsibilities quite well in accordance with the standards set by the hotel. However, it would be better to improve the cleanliness of the room attendant, because the room attendant has an important role in cleaning and maintaining guest rooms.

Keywords: Customer Satisfaction, Hotel, Room Attendant

PRELIMINARY
Currently the tourism industry is developing the secondary needs of tourists in Indonesia. Given that Indonesia has abundant natural resources, such as thousands of islands, large beaches, pristine forests, different cultures, and culinary wealth causes Indonesia to develop into a tourist destination. One sector that supports tourism is the hotel. Hotels are one of the types of accommodation that are most often used by tourists as a place to stay, eat, drink, and various other services and facilities with payment.

To provide quality room service standards, the behavior and actions of the room attendant must be considered properly where the room attendant must understand and understand the guests who use room service services because providing quality service to guests has the aim of winning business competition, in the era of globalization such as now, only with the hotel's physical facilities or offering the perfect beauty of the room does not guarantee that guests will choose it, as long as there are funds to provide physical facilities, a hotel can compete because facilities and equipment can be provided and provided (Ervina Taviprawati, 2019).

In serving visitors, the hotel has a room attendant which plays a role in increasing customer satisfaction. To increase customer satisfaction a room attendant must provide the best service supported by adequate facilities and standards with international star hotels. In the hotel industry, customer satisfaction is an absolute and indispensable thing. This is because the purpose of the company per hotel is to be able to get the maximum benefit from every guest who comes and stays. This goal can be achieved by providing quality service or excellent...
service to its guests. Providing good service in order to maintain guest comfort is the hotel’s obligation which can be done by providing what guests want. So, what guests need can be available as long as the guest’s request is still at a reasonable level and does not violate the laws and regulations.

There is a phenomenon that the majority of guests who come to stay feel dissatisfied with the rooms they occupy, especially the problem of cleanliness, in-room facilities that need to be improved, and the slow service to guests is important to pay more attention to. This can be seen from comments through reviews or responses in the comments column provided by guests. Seeing the duties and responsibilities under the housekeeping department, the housekeeping department is divided into several sections, namely floor section or commonly called the room section. This section is in charge of maintaining cleanliness, tidiness, comfort, beauty, guest room amenities, and provide services to staying guests. The task is done directly by the room attendant. In an effort to increase guest satisfaction at the hotel, a room boy must know the Specific Procedure or SOP (Standard Operating Procedure) which is the standard for cleaning the room along with all the rules that they must obey while on duty. So that in carrying out their duties they do not invite guest complaints from their work. Clean, comfortable, attractive, quiet and safe rooms are a product of the hotel. These qualifications must be met so that guests who stay feel satisfied and comfortable. One of the causes of this phenomenon is the number of room attendants inadequate and lack of motivation.

Hotel Ibis Arcadia Jakarta is a well-known hotel located in the heart of Jakarta. This hotel is quite a choice for tourists when visiting the city of Jakarta. Based on the results of reviews on the internet, many customers choose to stay at the Ibis Acardia Jakarta hotel because of its strategic location, making it easier to travel everywhere. In addition, the customers are satisfied with clean rooms and friendly and responsive service. This can be seen from the assessment of the level of cleanliness given by customers of 4.5/5 in the Traveloka application. The price range for one room is between 400 to 500 thousand rupiah. For the price given is in accordance with the facilities and services provided. This shows that the motivation for guest visits is based on a strategic location and clean rooms. So it can be seen that the Ibis Arcadia Jakarta hotel provides good service to customers.

Based on the description above regarding the role of the room attendant and excellent service, the researchers are interested in conducting research to find out what are the roles of the room attendant to support the smooth running of the best service in providing satisfaction to visitors. In this study, the researchers will examine the "THE ROLE OF ROOM ATTENDANTS ON CUSTOMER SATISFACTION AT THE IBIS ACARDIA HOTEL JAKARTA".

The formulation of the problem from this research is (1) What are the duties of the room attendant in providing services to customers?, (2) What is the role of the room attendant in maintaining and improving the cleanliness of guest rooms? room attendant to meet customer satisfaction?, (4) What is the procedure in serving requests and handling guest complaints?, (5) How is customer satisfaction with the room attendant services at the Ibis Arcadia Jakarta hotel?

The purposes of this study are: (1) To find out the duties of the room attendant in providing services to customers at the Ibis Arcadia Jakarta hotel, (2) To determine the role of the room attendant in maintaining and improving the cleanliness of the Ibis Arcadia Jakarta hotel guest rooms, (3) To find out the work equipment needed by the room attendant to meet customer satisfaction, (4) To find out the procedures carried out by the room attendant in serving requests and handling guest complaints for customer satisfaction at the Ibis Arcadia Jakarta hotel, (5) To find out customer satisfaction with the Ibis
Arcadia hotel room attendant services Jakarta.

METHOD
The method used by the author in this study is a qualitative descriptive method. The qualitative research method is a research method based on the philosophy of postpositivism which is used to examine an object with natural conditions (Sugiyono, 2019). Here the researcher looks for data information through one of the reviews on how the room attendant provides good service to every guest who comes to the Ibis Arcadia Jakarta hotel and also uses books, literature, and library materials. Then the researcher records or quotes the opinions of the experts in the book to strengthen the theoretical basis in the research and use previous research as a research reference.

RESULTS AND DISCUSSION
Hotel Ibis Arcadia Jakarta is an international 3-star hotel in the heart of Jakarta, located at Jalan KH Wahid Hasyim No. 114 10340 Central Jakarta, Indonesia. This hotel has 93 rooms with two room categories, namely standard 1 double bed and standard twin beds. Ibis Jakarta Arcadia, is the perfect hotel for a business trip to the CBD, Sudirman-Thamrin, and a vacation experience in the City of Jakarta. Around the hotel, there are many nightly restaurant areas that can be reached on foot along Jalan Sabang. The location of the hotel is 2 km from Monas which is an icon of Jakarta city and various major shopping malls such as Plaza Indonesia and Grand Indonesia, 3 km to Railway Station Gambir Train, 14 km to Halim Perdanakusuma Domestic Airport, and 26 km to Soekarno-Hatta International Airport.

Room Attendant Duties
According to the results of the research, it is known that the room attendant at the Ibis Arcadia Jakarta hotel performs their duties and responsibilities quite well. However, the room attendant must pay attention to his duties and responsibilities. This is because the first time guests enter the room, the first glance will be on the neatness of the bed. Guests will get a first impression of the hotel as a whole just by looking at the neatness of the bed in the room. The existence of a room attendant in a hotel is very important for hotel guests and hotel management. With the room attendant, guests can feel at home in the hotel because the room is always kept clean.

The following are the duties and responsibilities of the room attendant:

1. Manage rooms by being responsible for clean or dirty rooms, starting from accuracy, cleanliness, and quality. A room attendant who is diligent, thorough, enthusiastic, skilled in making bed, and able to carry out his work well will be able to produce clean, fragrant, neat, complete and comfortable guest rooms. Therefore, the room attendant must be ready to work on the room carefully and check all the equipment in the guest room.

2. Guest service, namely by providing services to all guests there is no time limit, both morning and evening. Service has a definition as an effort made by humans and for humans in meeting needs and goals so as to make guests feel satisfied. So that guests can feel satisfaction, then the room attendant must provide excellent service.

3. Establish cooperation between room attendants and other sections in the housekeeping department, and even cooperate with external sections of the housekeeping department. This needs to be done because hospitality is an inseparable unit consisting of several departments that are closely related and cannot run on their own.

In carrying out service duties, the room attendant in his daily life is divided into three shifts, namely:

Morning Shift: 08.00 – 16.00
Evening Shift: 16.00 – 00.00
Night Shift: 00.00 – 08.00

The Role of Room Attendants in Maintaining and Improving Guest Room Cleanliness

Every room in the hotel, especially rooms occupied by guests, must receive more attention from the room attendant. This is intended so that guests who stay feel satisfied and do not feel disappointed with the service received during their stay at the hotel. A room attendant must pay attention to the room requirements that must be met in order to truly comply with the standards set by the hotel management. Quality standards that are usually set by the hotel management include: procedures for making beds, arrangement and completeness of guest supplies, hygiene, and room sanitation. In order to maximize the condition of a room, The housekeeping department is assisted by other departments.

Efforts to improve and maintain the cleanliness of guest rooms at the hotel include the following:

1. Carry out the Step by Step Cleaning Procedure in accordance with the policies set by the hotel management.
2. In order for the service to run properly, you must hold a morning briefing before the room attendant starts working.
3. At the time of cleaning the room, the room attendant must re-check the cleanliness and completeness of the room, such as guests and room supplies in accordance with the standards set by the hotel management.
4. Make daily programs to clean parts of the room that sometimes have not been reached, for example cleaning under the bed, balcony, and bathroom floor in each room.
5. Carry out general cleaning on every low season.
6. Doing a comparative study with other hotels. This can be done in a way such as exchanging room attendants with hotels that have equal stars and standards.
7. Undergo in-house training provided by the floor supervisor, both on how to use cleaning machines, cleaning tools, as well as those relating to the workings of room attendants so that they can work effectively and efficiently.
8. Undergo training (out-house training) outside the hotel building, in the form of communication or sharing with room attendants, supervisor, and housekeeping manager directly. In this way the room attendant can directly express problems or things that are not understood that are found at work.

The room attendant's efforts in improving the cleanliness of the rooms have been largely carried out by good. However, there are a small part of these standards that have not been implemented perfectly or have received less attention from the room attendant, for example when experiencing high occupancy, there are several standards that have not been implemented properly, such as:

1. When cleaning the occupied room, the sheet replacement is not done.
2. Unable to clean room with appropriate cleaning equipment and materials.
3. Room cleanliness is not in accordance with hotel standards, such as dusting is not thorough and vacuuming is not done. This is due to the lack of room attendants.

However, there are still obstacles that arise in each implementation of the duties and responsibilities of the room attendant, which includes several things including:

1. Lack of linens. This can be overcome by speeding up the process of washing linen in the laundry. If this doesn't work, it may be
due to a lack of staff in the laundry department. This can be overcome by adding special staff in the laundry. However, if this is not possible, the solution is to wash the linens to other parties outside the hotel if necessary.

2. Minimum amount of equipment and cleaning agents suitable for cleaning the room.

3. The lack of number of room attendants can be overcome by the presence of trainee children.

Efforts from the hotel management to reduce these obstacles include the following:

1. Increase the number of parstock linens and further improve the cooperative relationship between room attendants with the laundry staff so that the lack of linen does not occur.

2. Use cleaning equipment and materials efficiently and as much as possible.

3. The less number of room attendants can be anticipated by collaborating more with institutions that provide tourism education such as tourism academies, tourism vocational schools, and the like. This will make it easier for the hotel to apply for trainees for on - the - job training.

Cleaning guest room

Hotel Ibis Arcadia Jakarta provides many public facilities to meet the needs of its customers during their stay and so that customers can feel comfortable. Room has a very big contribution to improve the good name of the hotel as a whole. Therefore, rooms that will be sold to guests must be cleaned and maintained.

In this case,房间 attendant plays an important role in enhancing the reputation of the hotel to customers by providing, preparing, and maintaining the cleanliness of each guest room. Clean room conditions can convey a good message to employees in preparing quality and clean rooms for guests.

In addition to cleanliness, the speed in providing clean rooms also provides added value for housekeeping. Room availability will prevent guests from waiting at check-in. Therefore, when the room attendant has finished cleaning a room, the floor supervisor must release the status of the room as soon as possible so it doesn’t get delayed. Room cleaning procedures must be re-examined in such a way as to ensure that all parts in the room up to the bathroom are not overlooked. Cleaning must be done in detail including tidiness, completeness of amenities, and cleanliness. The main work in the room cleaning process starts from preparation (preparation), process (cleaning), and finishing (checking).

Preparation ( Preparation )

At this preparation stage, the room attendant makes the following preparations:

1. Report to the housekeeping office by signing the attendance record in the time column.

2. Taking the room assignment sheet which is a list of rooms that must be done by the room attendant. This room assignment sheet is prepared by the floor supervisor to manage the allocation or floor attendant in cleaning all rooms in the hotel.

3. Take the room key ( master key ) according to the room list on the room assignment sheet. Then sign on the log book in the key out column.

4. Participate in a morning briefing led by a supervisor to obtain information about hotel activities, for example: EA, ED, VIP, and others.

5. Room attendants go to their respective sections according to the floor, then take the trolley as a storage place for all room support equipment.

6. Then, check all rooms to make sure the status of the room matches the computer system with the physical status. In addition, another
goal is to check guest laundry and check rooms that have the “SERVICE and DND” sign, as a report for room discrepancy.

7. The results of this physical check will be reported to the floor supervisor as morning housekeeping report after being collected from all room attendants on duty.

8. Room attendant is ready to clean the room. Usually it will start from the rooms marked “service”.

B. Cleaning (Process)

At this stage the room attendant must be ready to clean the guest rooms. The cleaning procedure will include the following:

1. Entering the guestroom bell room, then said "excuse me housekeeping ", if no one responds again. If there is also no response, open the door slowly while saying housekeeping.

2. If there is a response and the guest is inside, wait until the door is opened by the guest then ask for permission first if the room can be cleaned.

3. Bring caddy tray and linen into the room. Then put the caddy into the bathroom and the linen on the luggage rack.

4. Open the curtain so that the lighting in the room is brighter. Then, open the windows for fresh air circulation (some hotels have windows that cannot be opened for safety reasons).

5. Bring a glass, ashtray and cup to the basin in the bathroom. If there is a tray from room service, immediately contact room service for pick up.

6. Clean the trash can and throw it into the rubbish bag in the trolley.

7. Check all rooms to see if any guest items have been left behind.

C. Checking (Finishing)

At this stage, the room attendant re-checks the cleaned room so that the room is ready according to the standard. The checking procedures include:

1. Cleanliness is the goal of a cleaning process. Cleanliness targets include walls, furnishings, paintings, lamps, floors, linens and danceling.

2. Tidiness, is a rule for all aspects of the equipment in the room so that it is well and neatly arranged to make it look attractive.

3. Completeness, is the process of checking all equipment such as amenities and linens that are standard for the room, completed after being used by previous guests.

4. Damage, aims to ensure all equipment in the room can function properly. For example, dead lights, remote controls, scratched furniture, and more.

5. Freshness, is the process of checking the freshness of the room. A comfortable room is a "fresh" room, not the smell of cigarettes and others.

Room Attendant work equipment

This work equipment has quite an important role for the room attendant, good work equipment, sufficient in number, and various types will make the work easier. Work equipment in the room attendant includes equipment that is ready to be used for daily workers such as dush pan and broom, floor squeegee, toilet bowl brush, hand brush, gun sprayer, glass wiper, pad scourer, and cleaning cloth which is placed in the carry caddy, wet floor caution for marking work locations that are waterlogged, slippery, or cannot be passed, mop sets, vacuum cleaners, and equipment for project room attendants such as brushing machines and blower machines.

Work equipment that is often used by the room attendant on a daily basis at work is always prepared by the room attendant in the trolley which is devoted to the room attendant bringing only work equipment and equipment. The trolley used is a trolley with strong iron material,
as for the parts such as there are shelves to put 1 linen humper on the edge of the trolley and 1 garbage humper on the other side, the side of the trolley is equipped with hangers for work equipment and the top of the trolley equipped to put amenities. Work equipment such as carry caddy under the linen humper and mop set/pail under the garbage humper. For equipment such as a dust pan and broom placed on the side of the trolley.

Room attendants work on rooms, besides that they also get other tasks or also called project room attendants. Things to do in the project include washing the carpet, washing the sofa which is usually in the room, washing the rest of the tea or coffee crust that is left at the bottom of the tea cup from all over the room, crystallizing the bathroom tile floor and so on. Carpet washing is carried out once a month, but at certain times the washing is conditioned from the number of guests checking in, such as the room carpet is stained and must be cleaned immediately, or during high season. Not only for washing, projects for other cleaning activities are also carried out not always once a month, but also see the situation and conditions at that time whether it is possible to carry out the project or not.

The condition and quality of work equipment can also affect the work of room attendants. Brands of work equipment also use widely used brands such as Krisbow, Lionstar and so on. The better the quality and condition of a work equipment, the better good work too. Another benefit is that working time becomes more efficient and effective, even though the amount of work equipment is minimum. This is because the use of work equipment is to support work activities, simplify and speed up the process of carrying out activities, and obtain maximum, good and satisfying results.

Guest Request Service Procedure
The following is a very important aspect of the room attendant in providing guest services for comfort during your stay. Some of these procedures are:
1. Greet on time and offer to help.
2. Listen carefully and confirm guest requests, taking notes if necessary to avoid mistakes during requests.
3. Inform guests about the terms and conditions for the loan period of the plate so that nothing is lost.
4. Immediately follow up or carry out guest requests according to the agreed time period and don’t take long so that guests feel served.
5. Report equipment borrowing to housekeeping, input it into the form (Guest Loan Item).
6. Carefully identify the requested item.
7. Make a selection of the best items.
8. Delivery of goods.
9. Placing and arranging items if needed according to their function.
10. Explaining how to use or procedures for using tools in accordance with work safety and security.
11. Inform about the standard maximum time limit for using the equipment according to the agreement, and will be taken back if the maximum time limit for using the tool is in accordance with the agreement and when it is finished.
12. Offer other help if needed.
13. Asking for permission from guests to excuse themselves when they have finished serving guest requests in a friendly and polite manner.

Guest Complaint Handling Procedure
If there are complaints from guests because there are problems in their rooms such as room disturbances and room damage, the room attendant will handle the following:
1. Record all information from guests about the damage in the room and report it to the order taker so that it is recorded in the order taker log book as a report, don’t forget to also note the time when the information was received when guests complained, room number, type of damage, order sender and the name of the room attendant who received information.

2. An apology to the guest must be made.

3. If the equipment in the room does not work because it is damaged, report it to the order taker so that the order taker immediately notifies the engineering department to send an officer to repair it, if it takes a long time, the guest immediately moves to another room.

4. In addition, information is sent directly to the engineering department, the order taker must complete the order taker with a work order (WO) signed by the executive housekeeper and then sent to the engineering department.

5. If the complaint in the room is mild, the order taker informs the supervisor to handle it.

6. If the complaint in the room is heavy, the order taker informs the duty manager and security to be followed up, reporting the matter to the executive housekeeper.

Tabel 1. Comparison of rating reviews between booking sites at Ibis Arcadia Jakarta hotels

<table>
<thead>
<tr>
<th>No.</th>
<th>Hotel Booking Site</th>
<th>Number of Reviews</th>
<th>Total Overall Score</th>
<th>Cleanliness</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Traveloka</td>
<td>2098</td>
<td>8,1/10</td>
<td>4,5/5</td>
</tr>
<tr>
<td>2.</td>
<td>Tiket.com</td>
<td>347</td>
<td>3,6/5</td>
<td>3,5/5</td>
</tr>
<tr>
<td>3.</td>
<td>Tripadvisor</td>
<td>815</td>
<td>4.0/5</td>
<td>3,7/5</td>
</tr>
</tbody>
</table>

Source: Traveloka, Tiket.com, Tripadvisor

The table above shows that the ratings from the three hotel booking sites show above average cleanliness. Here are some comments from guest reviews who have stayed at Ibis Arcadia Jakarta explaining that the role of the room attendant is very important as customer satisfaction via google maps.

1. Joko Wibowo
Rating 5/5 Says “One of the hotels with adequate service in this area. The receptionist and room boy are very friendly. This hotel is one of the international ibis network, the service is quite guaranteed.”

3. Jokowi Bowo
Rating 5/5
Said "The place is strategically near culinary, shopping center, clean rooms well maintained, hotel area cleanliness is also well maintained."

Based on observations by researchers from the reviews of the three hotel booking sites for guests who have stayed and from several comments on guest reviews who have stayed at the Ibis Jakarta Arcadia hotel, it shows that this hotel is in the category of being quite good at running and maintaining room cleanliness properly. But it needs to be improved again, the room attendant has an important role in cleaning, maintaining, and caring for hotel rooms.

Therefore, it is the room attendant service that affects guest satisfaction. From there, the level of guest satisfaction with all factors or indicators will be obtained by adding up the overall level of conformity divided by the number, so as to provide maximum satisfaction to visiting customers, both in terms of performance and service. When cleaning an occupied
room, efforts should be made to be fast, neat, and thorough because occupied rooms are more prone to complaints than check out rooms. In addition, in the occupied room there are a lot of guest items, so the room attendant must be careful.

Guests often complain about the bathroom, both about its cleanliness and the facilities in the bathroom. For that, in cleaning and completing it requires accuracy and following the rules or regulations that have been applied. In addition, guests also often complain about the speed or response. Said, “The location is strategic near the shopping center, the receptionist is friendly and polite. Wifi facilities are there and there were no problems throughout my stay at the hotel. The car valet service is good and fast in moving the car without any problems. Hot water is available at all times, the hotel is well maintained, the cleanliness of the rooms, the staff is very friendly in serving guests (room boy).”

2. Tubagus Muhammad Iqbal

Rating 5/5 in serving requests from inside the room. To overcome this, a room attendant must improve cooperation either with other departments concerned or with fellow housekeeping. A clean room can increase guest satisfaction because it is the hotel’s first product that must be given to guests and balanced with good and fast service.

Over time, buildings or hotels usually require special care so that they continue to provide the best for guests. In addition to maintenance, the room attendant also has duties when guests request rooms for honeymoons, birthdays, or other celebrations and housekeeping also cooperates with the food and beverage services department if there is a request for decorations such as meetings, weddings, and others. The scope of responsibility of the room attendant service is guest rooms by preparing guest rooms for sale (ready for sale). To carry out the task properly, a room attendant must know the provisions that apply in the room section, so that each room attendant can carry out their duties properly which will bring guest satisfaction to the hotel.

CLOSING

Based on the observations made at the Ibis Arcadia Jakarta hotel regarding the role of the room attendant on customer satisfaction, it was concluded that the room attendant at the Ibis Arcadia Jakarta hotel played a fairly good role so as to provide satisfaction to visitors at the hotel. The roles performed by the hotel room attendant include: (1) The room attendant has the task of managing the room by being responsible for room cleanliness, serving guests, and also establishing cooperation between employees. (2) In terms of maintaining and improving the cleanliness of guest rooms, the room attendant has a role to clean the rooms starting with preparation (preparation), process (cleaning), and finishing (checking). (2) Work equipment needed by a room attendant to meet customer satisfaction, namely dush pan and broom, floor squeegee, toilet bowl brush, hand brush, gun sprayer, glass wiper, pad scourer, and cleaning cloth which is placed in the carry caddy, wet floor caution for marking work locations that are waterlogged, slippery, or cannot be passed, mop sets, vacuum cleaners, and equipment for project room attendants such as brushing machines and blower machines. This equipment must always be prepared by a room attendant when you want to do cleaning. (3) For service procedures and handling guest complaints, Ibis Arcadia Jakarta hotel room attendants follow the SOP procedures that have been determined by the hotel. The room attendant at the Ibis Arcadia Jakarta hotel is also able to provide quite good service to customers so that customers feel satisfied. (4) Based on observations by researchers from reviews of the three hotel booking sites, namely: Traveloka, Tiket.com, Tripadvisor, guests who have stayed and from several
comments on guest reviews who have stayed at the Ibis Jakarta Arcadia hotel, it shows that this hotel is in the category quite good at running and keeping the room clean. However, there are several obstacles that occur, such as cleanliness in the bathroom and the speed of service. The suggestion given by the researcher to the Ibis Arcadia Jakarta hotel is that the room attendant pays more attention to how to clean the bathroom in accordance with SOPs and must be careful when cleaning the bathroom. In addition, regarding complaints about the speed in serving requests, the room attendant must increase cooperation with other departments to speed up the service process. The hotel can improve the ability of the room attendant by providing training and seminars so that the room attendant can understand guests and work professionally.

RECOMMENDATION

Based on the results of the research, it is known that the Ibis Arcadia Jakarta Hotel has provided good service and cleanliness for its guests. However, there are several obstacles that occur, such as cleanliness and facilities in the bathroom. For this reason, the researcher provides several recommendations for the hotel to be able to develop its company, some of these recommendations are: (1) Periodic training should be held for Room Attendants so that they receive education regarding hotel information and procedures for matters that need special attention, such as training on special guests, procedures for managing facilities, and so on, so as to improve the service quality of the Housekeeping Department. (2) Regarding complaints about the speed in serving requests. In this case, the room attendant must increase cooperation with other departments to speed up the service process. As a room attendant, the services provided by the room attendant must be maintained and improved so that guests who stay are satisfied with the services provided. Maintaining and improving good room attendant behavior in providing services and meeting all the needs of staying guests will make guests feel valued and feel at home for longer stays, and make guests come back to the hotel. (3) The hotel can improve the ability of the room attendant by providing training and seminars so that the room attendant can understand guests and work professionally. (4) To ensure the smooth operation of the Housekeeping Department, Supervisors should immediately overcome the biggest obstacles that hinder the performance of Room Attendants, namely the lack of special staff in the laundry and the small number of equipment and cleaning materials that are suitable for cleaning rooms. For example by adding special staff in the laundry and making proposals for additional pantry and equipment in question and submitting it to the authorized superior for follow-up.

DAFTAR RUJUKAN


