

## ABSTRAK

NOVIAN SAPUTRA. 2023. Peranan *room attendant supervisor* terhadap kualitas layanan *department housekeeping* di Svarga resort lombok. Tugas akhir. Politeknik pariwisata lombok. Pembimbing Lalu Ahmad Zaki, S.Pd. & Siti Latifah, S.Pd., M.M.Pd.

Tugas akhir ini berjudul “peranan *room attendant supervisor* terhadap kualitas layanan *department housekeeping* di Svarga resort lombok”. Tujuan yang ingin dicapai dari penulisan tugas akhir ini adalah untuk mengetahui bagaimana peranan *room attendant supervisor* terhadap kualitas layanan *department housekeeping* di Svarga resort lombok.

Data dalam penelitian ini diperoleh melalui kegiatan observasi dan wawancara dengan *supervisor housekeeping* di Svarga resort lombok. Teknik analisis data menggunakan pendekatan kualitatif dimana seluruh data yang di kumpulkan diolah, dan dideskripsikan secara detail untuk menjawab semua permasalahan di buat.

Berdasarkan hasil penelitian mengenai peranan *room attendant supervisor* terhadap kualitas layanan *department housekeeping* di Svarga resort lombok. Memiliki peran sentral dalam menyelaraskan upaya staf kebersihan kamar dengan standar layanan yang di tetapkan oleh manajemen hotel Svarga resort lombok. Mereka melakukan pelatihan dan pengawasan rutin untuk memastikan bahwa *room attendant* memiliki keterampilan dan pengetahuan yang diperlukan untuk memberikan layanan berkualitas tinggi kepada tamu. Selain itu, *room attendant supervisor* juga berperan dalam memonitor kinerja karyawan dan memberikan umpan balik yang konstruktif. Mereka secara aktif terlibat dalam mengidentifikasi kelemahan dan peluang peningkatan untuk meningkatkan efisiensi dan efektivitas kerja. Melalui pendekatan ini, kualitas layanan secara keseluruhan dapat ditingkatkan yang pada gilirannya akan menciptakan pengalaman positif bagi tamu dan meningkatkan kepuasan pelanggan.

**Kata kunci** : Svarga Resort Lombok, Peranan Room Attendant Supervisor Pada Departement Housekeeping.

## **ABSTRACT**

NOVIAN SAPUTRA. 2023. *The role of the room attendant supervisor on the service quality of the housekeeping department at Svarga resort Lombok*. Lombok Tourism Polytechnic. Advisor Lalu Ahmad Zaki, S.Pd. & Siti Lathifah, S.Pd., M.M.Pd.

*This final project is entitled "The role of the room attendant supervisor on the service quality of the housekeeping department at Svarga Resort Lombok". The goal to be achieved from writing this final project is to find out how the role of the room attendant supervisor affects the service quality of the housekeeping department at Svarga resort, Lombok.*

*The data in this study were obtained through observation and interviews with housekeeping supervisors at Svarga resort, Lombok. Data analysis techniques use a qualitative approach where all the data collected is processed, and described in detail to answer all the problems created.*

*Based on the results of research on the role of the room attendant supervisor on the service quality of the housekeeping department at Svarga resort, Lombok. Has a central role in aligning the efforts of the room cleaning staff with the service standards set by the Svarga resort Lombok hotel management. They carry out regular training and supervision to ensure that room attendants have the necessary skills and knowledge to provide high quality service to guests. In addition, the room attendant supervisor also plays a role in monitoring employee performance and providing constructive feedback. They are actively involved in identifying weaknesses and improvement opportunities to improve work efficiency and effectiveness. Through this approach, overall service quality can be improved which in turn will create a positive experience for guests and increase customer satisfaction.*

**keywords :** *Svarga Resort Lombok, The role of Room Attendant Supervisor in the Housekeeping Department.*