

ABSTRAK

Ananta Febrian Fansuri. 2024. Penanganan linen dan *amenities* oleh *room attendant* di hotel Grand Lexis Port Dickson. Tugas Akhir. Politeknik Pariwisata Lombok. Pembimbing Saiful Fahmi. M. S.M., M.M dan Yoyok Antoni. S.E., M.Si.

Tugas akhir ini bertujuan untuk mengetahui bagaimana penanganan linen dan *amenities* oleh *room attendant* di hotel Grand Lexis Port Dickson, data yang terdapat dalam pengembangan laporan praktik kerja nyata ini didapatkan melalui observasi yang dilakukan selama melaksanakan *trainee*, wawancara dengan *staff housekeeping department*, studi kepustakaan, dan dokumentasi yang didapat dari website hotel maupun foto dan video. Teknik analisis data menggunakan analisis kualitatif, mendeskripsikan penomomena yang terjadi di hotel Grand Lexis Port Dickson secara jelas yang didasari dari hasil observasi, wawancara, studi kepustakaan, dan dokumentasi sehingga menjadi informasi atau penjelasan yang relevan.

Hasil dari pengembangan laporan praktik kerja nyata di hotel Grand Lexis Port Dickson adalah mengetahui bagaimana penanganan linen dan *amenities* oleh *room attendant* saat melakukan proses persiapan kerja yang pengelolaan waktunya masih kurang baik, dikarenakan tidak adanya *room boy station* di setiap lantai atau koridor. Serta *runner* yang bertugas mengantarkan linen atau *amenities* apabila *room attendant* kehabisan linen ataupun *amenities* masih kurang maksimal, dikarenakan hotel yang luas dan tidak adanya fasilitas pendukung seperti buggy.

Kata Kunci: *Room attendant*, *Runner*, Persiapan kerja, *Room boy station*, Linen, dan *Amenities*

ABSTRACT

Ananta Febrian Fansuri. 2024. Handling of linen and amenities by room attendants at Grand Lexis Port Dickson hotel. Final Project. Lombok Tourism Polytechnic. Supervisor Saiful Fahmi. M. S.M., M.M and Yoyok Antoni. S.E., M.Si.

This final project aims to find out how the handling of linen and amenities by room attendants at the Grand Lexis Port Dickson hotel, the data contained in the development of this real work practice report is obtained through observations made during the trainees, interviews with housekeeping department staff, literature studies, and documentation obtained from the hotel website as well as photos and videos. The data analysis technique uses qualitative analysis, describing the phenomena that occur at the Grand Lexis Port Dickson hotel clearly based on the results of observations, interviews, literature studies, and documentation so that it becomes relevant information or explanations.

The result of developing a real work practice report at the Grand Lexis Port Dickson hotel is to find out how the handling of linen and amenities by room attendants during the work preparation process which time management is still not good, due to the absence of room boy stations on each floor or corridor. And the runner in charge of delivering linen or amenities if the room attendant runs out of linen or amenities is still not optimal, due to the large hotel and the absence of supporting facilities such as buggies.

Keywords: Room attendant, Runner, Work preparation, Room boy station, Linen, and Amenities