

ABSTRAK

BAIQ AAR SETIANI.2024. Kerja Sama antara *Guest Service Center* dengan *Housekeeping Departement* dalam Melayani Permintaan Tamu di Sheraton Senggigi Beach Resort. "Tugas Akhir". "Politeknik Pariwisata Lombok". Pembimbing 1 : Abdul Hanan, S.Pd., M. Pd & Pembimbing 2: Firman Koma Febdilan, S.Pd.,M.M.

Tugas akhir ini berjudul "Kerja Sama antara *Guest Service Center* dengan *Housekeeping Departement* dalam Melayani Permintaan Tamu di Sheraton Senggigi Beach Resort". Penelitian ini bertujuan untuk mengetahui serta memberikan pemahaman terkait kerja sama *Guest Service Center* dengan *Housekeeping* dalam melayani permintaan tamu.

Metode yang digunakan dalam penelitian ini adalah pendekatan kualitatif. Sumber data dan teknik pengumpulan data. Sumber data yang digunakan yakni, data primer dan sekunder. Teknik pengumpulan data meliputi, observasi, wawancara dan dokumentasi.

Berdasarkan hasil penelitian mengenai Kerjasama *Guest Service Center* dengan *Housekeeping departement* dalam melayani permintaan tamu. Penelitian ini mengidentifikasi kendala kerja sama antara *Guest Service Center* dengan *Housekeeping* seperti, terjadinya informasi yang kurang jelas disebabkan karena kegagalan informasi yang disampaikan tidak diterima, atau tidak dipahami dengan benar sehingga menyebabkan permintaan tamu tidak terpenuhi yang mengakibatkan tugas *Housekeeping* tidak dilakukan dengan benar.

Hasil penelitian ini menunjukkan bahwa kerja sama antara *Guest Service Center* dengan *Housekeeping departement* dalam melayani permintaan tamu sangat mempengaruhi operasional hotel di karenakan kedua *Section* tersebut berada di bawah satu naungan yakni *Room division*, sehingga kerja sama ini sangat penting untuk memastikan layanan yang efisien dan memuaskan bagi tamu hotel.

kunci: Kerja sama, *Guest Service Center*, *Housekeeping*,

ABSTRACT

BAIQ AAR SETIANI.2024. *Cooperation between the Guest Service Center and the Housekeeping Department in Serving Guest Requests at Sheraton Senggigi Beach Resort. "Final Project". "Lombok Tourism Polytechnic". Supervisor 1: Abdul Hanan, S.Pd., M. Pd & Supervisor 2: Firman Koma Febdilan, S.Pd., M.M.*

This final assignment is entitled "Cooperation between the Guest Service Center and the Housekeeping Department in Serving Guest Requests at the Sheraton Senggigi Beach Resort". This research aims to find out and provide an understanding regarding the collaboration between the Guest Service Center and Housekeeping in serving guest requests.

The method used in this research is a qualitative approach. Data sources and data collection techniques. The data sources used are primary and secondary data. Data collection techniques include observation, interviews and documentation.

Based on the results of research regarding Guest Service Center Collaboration with Housekeeping in serving guest requests. This research identified obstacles to cooperation between the Guest Service Center and Housekeeping, such as unclear information caused by failure to receive the information conveyed or not being understood correctly, resulting in guest requests not being fulfilled, which resulted in Housekeeping tasks not being carried out correctly.

The results of this research show that the collaboration between the Guest Service Center and the Housekeeping department in serving guest requests greatly influences hotel operations because the two sections are under one umbrella, namely the Rooms division, so this collaboration is very important to ensure efficient and satisfying service for Hotel guests.

Keywords: Cooperation, Guest Service Center, Housekeeping,