

ABSTRAK

Dalam menjaga kenyamanan dan kepuasan tamu selama menginap di hotel, *Housekeeping Department* memiliki peran yang sangat besar, mengingat kebanyakan tamu datang ke hotel untuk mendapatkan kamar untuk menginap yang nyaman.. Khususnya bagi *Room Attendant* yang merupakan divisi yang bertanggung jawab bagi kebersihan dan kerapian kamar tamu dan juga segala keperluan tamu di dalam kamar. Performa kerja *Room Attendant* ini sangat penting di hotel dikarenakan kamar yang bersih dan rapi sangat mempengaruhi kepuasan menginap dan sebaliknya jika tamu menemukan kekurangan saat menginap akan sangat mempengaruhi kepuasan tamu saat menginap.

Berdasarkan dari penelitian tentang Analisis Performa Kerja *Room Attendant* Dalam Meningkatkan Kepuasan Tamu Di Hotel Aryaduta Lippo Village memiliki beberapa kesimpulan yaitu variable *Tangible* memiliki pengaruh terhadap kepuasan tamu yang menginap di Hotel Aryaduta Lippo Village dan dapat diterima. Variabel *Reliability* memiliki pengaruh terhadap kepuasan tamu yang menginap di Hotel Aryaduta Lippo Village dan dapat diterima. Variabel *Responsiveness* memiliki pengaruh terhadap kepuasan tamu yang menginap di Hotel Aryaduta Lippo Village dan dapat diterima. Variabel *Assurance* memiliki pengaruh terhadap kepuasan tamu yang menginap di Hotel Aryaduta Lippo Village dan dapat diterima.

Kata Kunci : Performa Kerja dan Kepuasan Tamu

ABSTRACT

In maintaining the comfort and satisfaction of guests while staying at the hotel, the Housekeeping Department has a very big role, considering that most guests come to the hotel to get a room for a comfortable stay. Especially for Room Attendant which is the division responsible for the cleanliness and neatness of guest rooms and also all guest needs in the room. The work performance of the Room Attendant is very important in the hotel because clean and tidy rooms greatly affect stay satisfaction and vice versa if guests find shortcomings during their stay it will greatly affect guest satisfaction during their stay.

Based on research on Analysis of Room Attendant Work Performance in Increasing Guest Satisfaction at Aryaduta Hotel Lippo Village has several conclusions, namely the Tangible variable has an influence on the satisfaction of guests staying at Aryaduta Lippo Village Hotel and is acceptable. Reliability variables have an influence on the satisfaction of guests staying at Aryaduta Lippo Village Hotel and are acceptable. The variable Responsiveness has an influence on the satisfaction of guests staying at Aryaduta Lippo Village Hotel and is acceptable. Assurance variables have an influence on the satisfaction of guests staying at Aryaduta Lippo Village Hotel and are acceptable.

Keywords : Work Performance and Guest Satisfaction