

ABSTRACT

Seeing the increasingly rapid development of tourism, the hospitality world thus need attention. The operational part of the hotel include, Front Office, Room boy/maid, Food and Beverage Department.

One part is a very important operational Room boy/maid, because with regard to the smooth preparation and maintenance of cleanliness of the rooms. Room boy/maid is part of the hotel which is responsible for the cleanliness, neatness, comfort room (guest room). Because most large income derived from the rental of rooms, then Room boy/maid must be considered well so that guest feel at home in the hotel. For that matters is what the authors describe the methods used Hotel Metro in attracting the sympathy of guest, especially at room service are handled by Room boy/maid so that guests feel at home stay and always use other service provided by teh Hotel Metro.

Key Word : Room Boy, Guest Room, Service Procedures

ABSTRAKSI

Melihat perkembangan pariwisata yang semakin pesat, maka dengan demikian dunia perhotelan perlu mendapatkan perhatian. Adapun bagian operasional di hotel meliputi, *Front Office, Room boy/maid, Food and Beverage Department*.

Salah satu bagian operasional yang sangat penting adalah *Room Boy/Maid*, karna berkaitan dengan kelancaran penyiapan dan pemeliharaan kebersihan kamar. *Room Boy/Maid* adalah bagian dari hotel yang bertanggung jawab atas kebersihan, kerapian, kenyamanan kamar (*guest room*). Karena pendapatan hotel paling besar berasal dari penyewaan kamar, maka *Room Boy/Maid* harus diperhatikan dengan baik agar para tamu betah tinggal di hotel. Untuk itu hal-hal inilah yang penulis uraikan mengenai cara yang digunakan Hotel Metro dalam menarik simpati para tamua khususnya pada jasa pelayanan kamar yang ditangani oleh *Room Boy/Maid* agar tamu betah menginap dan selalu menggunakan jasa pelayanan lainnya yang disediakan oleh Hotel Metro.

Kata Kunci : *Room Boy, Kenyamanan Kamar, Prosedur Pelayanan*