

ABSTRAKSI

Tujuan penelitian adalah mengetahui kualitas pelayanan yang harus dimiliki *Roomboy/roommid*. Metode pengumpulan data yang dikumpulkan adalah secara *observasi*, dokumentasi, *interview*, dengan *housekeeping manager*, dan dengan kuesioner yang telah dibagikan selama satu minggu di Hotel Ibis Surabaya yang berada di Jalan Rajawali nomor 9-11 Surabaya.

Hasil penelitian menunjukkan bahwa kualitas *roomboy/roommid* sangat baik karena tamu merasa puas dengan pekerjaan *roomboy/roommid* melebihi batas dari harapan tamu yaitu harapan tamu 3,16% kenyataan 4,00% untuk mengukur kualitas pelayanan *roomboy/roommid* penulis telah membagikan 30 kuesioner selama satu minggu di Hotel Ibis Surabaya sehingga diketahui rata-rata jawaban tamu merasa puas dengan pelayanan di Hotel Ibis Surabaya. Saran yang diberikan penulis kepada Hotel Ibis Surabaya adalah memberikan *training* kepada para karyawan dan secara *continue* setiap dua minggu sekali untuk meningkatkan kualitas pelayanan dan dibagikan kuesioner minimal satu minggu tiga kali kepada para tamu untuk mengetahui kualitas pelayanan *roomboy*.

Kata-kata kunci : Kualitas Pelayanan, Roomboy, Hotel Ibis Rajawali Surabaya, *Room*

ABSTRACT

The goal of research to know the service quality that must be owned by roomboy/roommid. Metode of data's collecting that us by Obsevation, Documentation, interviewing by housekeeping manager and with questioner that has been given with for one week at Ibis Hotel Surabaya that located on Jl. Rajawali number 9-11 Surabaya.

The result of research showed that the quality of roomboy/roommid is very good because the guest felt satisfied the roomboy/roommid workofer the limith of hopes namely to measure the quality of roomboy/roommid service. The writer has been given 30 questioner for one week at Ibis Hotel Surabaya so that it was knowen the majority of the guest answer feel satisfied with the service at Ibis Hotel Surabaya. The sugestion get given by the writer to Ibis Hotel Surabaya is giving training to the imployers and continually ever one's in two week to improve the service quality and given questioners at least tree time's in week to know the quality of roomboy service.

Keywords : Service Quality, Hotel Ibis Rajawali Surabaya, Room