

## ABSTRAK

Dalam penulisan Tugas Akhir ini penulis mengambil judul “Tanggung jawab *Roomboy* terhadap operasional *Housekeeping Department* yang ada di Hotel Oakwood Surabaya” Tujuan arti penulisan Tugas Akhir ini adalah untuk mengetahui bagaimana tanggung jawab *roomboy* terhadap operasional *Housekeeping Department* yang ada di Hotel Oakwood Surabaya. Dalam penulisan Tugas Akhir ini penulis melakukan observasi langsung yang ada di Hotel Oakwood Surabaya yang berlokasi di Jl. Kertajawa Indah No 79 Surabaya tepatnya di bagian *Housekeeping* khususnya di *Room Section*. Hasil dari penelitian yang penulis lakukan adalah mengambil kesimpulan bahwa tanggung jawab *Roomboy* dalam memberikan pelayanan sesuai standart operasional yang ada di Hotel Oakwood Surabaya berjalan dengan lancar.meskipun ada beberapa hambatan dalam operasionalnya

Kata kunci : tanggung jawab ,*Housekeeping*, *Roomboy*

## ***ABSTRACT***

In the writing of this final project the writer takes the title "Responsibility of Roomboys for the operations of the Housekeeping Department at Hotel Oakwood Surabaya." The purpose of this final project is to find out how the roomboys are responsible for the operations of the housekeeping department at Hotel Oakwood Surabaya. In this final assignment, the author conducted direct observations at the Oakwood Hotel in Surabaya, which is located on Jl. Kertajawa Indah No. 79 Surabaya to be precise in the Housekeeping section, especially in the Room Section. The results of the research conducted by the author is to conclude that the responsibility of Roomboy in providing services according to operational standards at Hotel Oakwood Surabaya is running smoothly, even though there are several obstacles in its operation.

Keywords: responsibility, housekeeping, roomboy