

## **ABSTRACT**

*The purpose of writing this Final Project is to know the duties of Room Attendant at Hotel Quds Royal Surabaya. The writer who was an intern as a Room Attendant at the Quds Royal Hotel Surabaya also made observations on the duties of the Room Attendant at the Quds Royal Hotel Surabaya. The author can conclude that the task of the Room Attendant at Hotel Quds Royal Surabaya is to prepare Linen Supplies, prepare Guest Amenities, clean guest rooms, handle cleaning tools, use linen, and room amenities, handle special areas, handle room back service areas.*

*Keywords: Task, Room Attendant, Hotel Quds Royal Surabaya*

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Tujuan penulisan Tugas Akhir ini ialah untuk mengetahui tugas *Room Attendant* pada Hotel Quds Royal Surabaya. Penulis yang magang sebagai *Room Attendant* di Hotel Quds Royal Surabaya juga melakukan pengamatan terhadap tugas *Room Attendant* di Hotel Quds Royal Surabaya. Penulis dapat menyimpulkan bahwa tugas *Room Attendant* di Hotel Quds Royal Surabaya adalah menyiapkan *Linen Supplies*, menyiapkan *Guest Amenities*, membersihkan kamar tamu, menangani alat kerbersihan, penggunaan *linen*, dan *room amenities*, menangani area khusus, menangani *Area room back service*

Kata kunci: Tugas, *Room Attendant*, Hotel Quds Royal Surabaya