

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

Based on what the writer described in this study, it can be concluded that the writer as a room attendant under the supervision of the housekeeping department is a very complicated job receiving many complaints that come in contact with the room and must work deftly and thoroughly. Not only that, guest satisfaction is also very influential for the room attendant to the quality of hotel services provided and the feasibility of the condition of the room during the stay. The room attendant is fully responsible for maintaining the security and comfort and completeness of the facilities in the room.

In this research, the writer is often faced with many problems or obstacles while working there. Of course, there are always obstacles and challenges that must be faced every day in the preparation of this research. Challenges or obstacles were faced when conducting research in cleaning the guest room, such as the writer in doing her work, experienced many shortages of pillowcases and inappropriate bed linen sizes when making beds which made them not followed existing standard procedures. Not only that, the writer is also faced with cleaning the room with the status of checked out, but when the room attendant wanted to clean the room there are still guest items. This is because the guest did not confirm that it would be late check out. Lack of guest amenities is also a problem that often

occurs, especially in bathroom amenities which make cleaning services not optimal.

Every problem and obstacle must have a solution to solve it. The solutions to the problems mentioned earlier can be solved such as the size of the bed linen that is not suitable, the solution is to find a size that suits the type of mattress or stick to a different size. Likewise, pillowcases that only open the cover or are not replaced with new ones if they look clean so that the use of pillowcases can be used in rooms where the covers do not look clean. The solution to the problem of late checking out guests is also better to build communication between the room attendant and the front office when doing work because the front office and room attendant have a very important relationship. As for the bathroom amenities solution, usually only one towel will be provided if there is none at all, or delivered to the room if the room is filled. The solution above is a problem that often occurs in the housekeeping department that must be addressed immediately so that this kind of problem does not occur for the umpteenth.

## **B. Suggestion**

### **1. Suggestions for IXO hotel Bekasi**

Improve hotel facilities to make it look better and cleaner, especially in rooms and public areas. The service is further improved so that guests are comfortable staying. For all departments hotel to establish communication with hotel management in terms of conveying the lack of hotel equipment to immediately buy and replace

with new ones, the management must also respond quickly and receive input from the department so that there are no ongoing complaints from guests.

## 2. Suggestions for campuses

Expand the network of company connections through previous students and provide opportunities to encourage students to do internships in companies that need workers and provide real work experience. Provide direction to students who will do internships so that they are more prepared and not awkward when facing internships in the field.

## 3. Suggestions for students

Working in the hospitality industry is very pleasant. The writer hopes that through this internship, those who are interested in working in the service industry, have a passion for this field, and like work by meeting many people, especially in the housekeeping field. Hopefully the results of this research can be input and provision for students who will take this field and not hesitate to start trying a career as housekeeping.