

INTISARI

Setiap hotel selalu berinovasi untuk meningkatkan kualitas pelayanan dan kualitas kamar demi kepuasan tamu. Salah satu upaya supaya tamu merasakan kenyamanan yaitu dengan adanya housekeeping. Dengan adanya housekeeping di hotel diharapkan dapat memberikan pelayanan yang optimal dan tamu akan berkunjung kembali. Tugas Akhir ini bertujuan untuk mengetahui prosedur pembersihan kamar/makeup room di Hotel Lynn Yogyakarta dan mengetahui apa saja hambatan yang dialami oleh room attendant dalam melakukan make up room di Hotel Lynn Yogyakarta. Metode pengumpulan data yang digunakan penulis dalam menyusun Tugas Akhir ini adalah observasi partisipatif aktif dengan praktik kerja lapangan, metode wawancara, dokumentasi, serta studi pustaka. Hasil penelitian menunjukkan bahwa housekeeping memiliki peran yang sangat penting terkait dengan kualitas layanan, kepuasan tamu, dan kebersihan kamar maupun area hotel lainnya. Make up room di Hotel Lynn melalui tiga tahapan yaitu persiapan, pelaksanaan, dan paska pelaksanaan. Adapun kendala yang dialami oleh room attendant di Hotel Lynn yaitu terbatasnya towel dan bath mat, amenities dan banyaknya noda di linen.

Kata Kunci: *housekeeping*, tata cara *make up room*, Hotel Lynn.

ABSTRACT

Every hotel is always innovating to improve service quality and room guest satisfaction. One of the efforts to make guests feel comfortable is with housekeeping. With housekeeping at the hotel, it is expected to provide optimal service and guests will visit again. This final project aims to knowing the procedures for cleaning the room/makeup room at Hotel Lynn Yogyakarta and knowing what obstacles are experienced by the room attendant in doing make up room at Hotel Lynn Yogyakarta. The data collection method used by the author in compiling this final project is active participatory observation with field work practices, interview methods, documentation, and literature study. The results show that housekeeping has a very important role related to improving service quality, guest satisfaction, and cleanliness of rooms and other hotel areas. The make up room at the Lynn hotel goes through three stages, namely preparation, implementation, and post-implementation. The obstacles experienced by the room attendant at the Lynn hotel are the limited towels and bath mats, amenities, and the number of stains on the linen.

Keywords: *housekeeping, make up room procedures, Lynn Hotel*