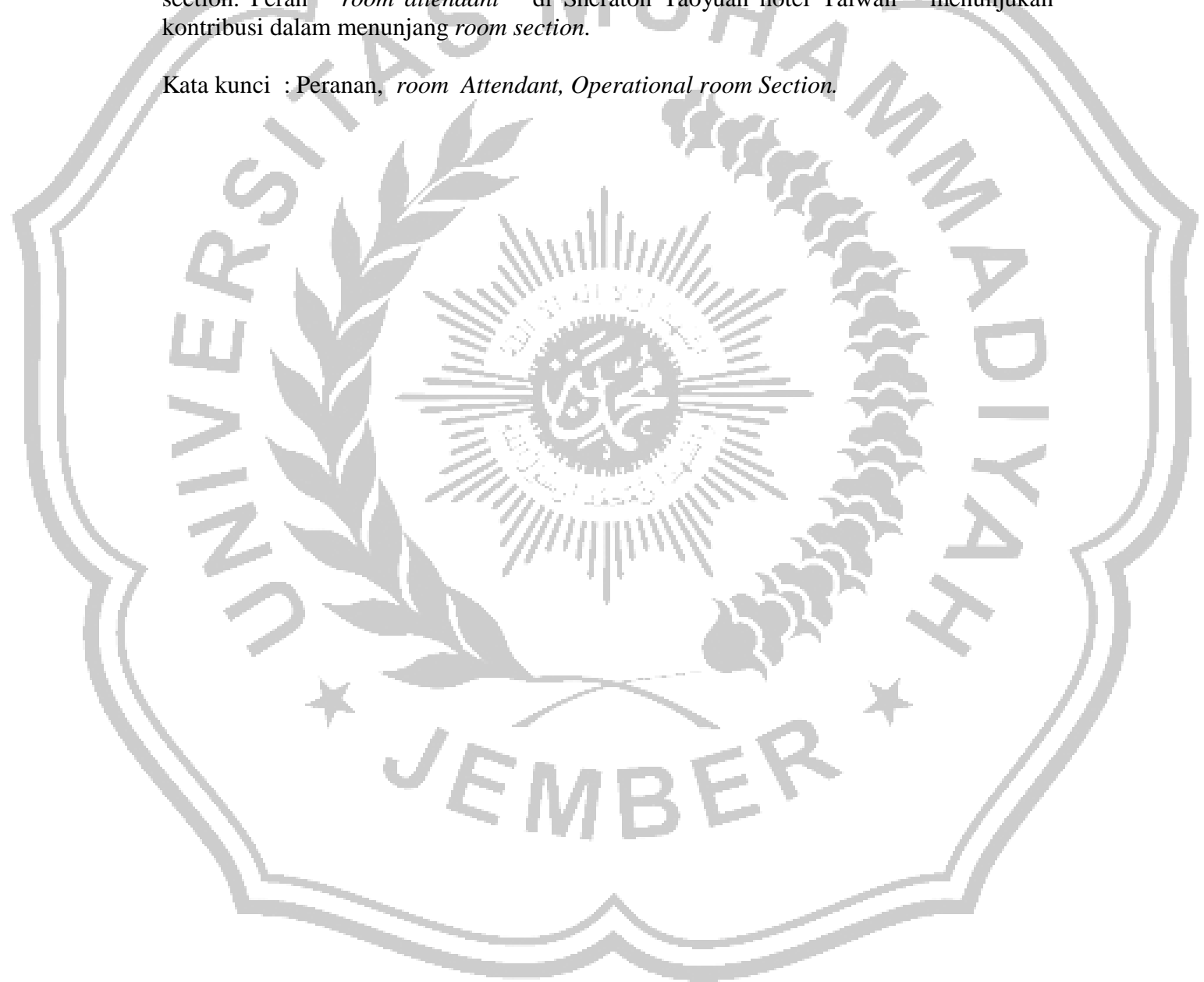


ABSTRAK

Tugas Akhir ini berjudul “Peranan penting Room attendant dalam menunjang *Operational Room section* di hotel Sheraton Taiwan. Penulisan tugas akhir ini bertujuan untuk mengetahui Peranan penting Room attendant dalam menunjang kamar di hotel Sheraton Taiwan. Metode Pengumpulan data yang digunakan pada penelitian pada penelitian ini adalah wawancara, Observasi dan Dokumentasi . Peran *room attendant* di Sheraton Taoyuan hotel Taiwan yaitu memperhatikan kebersihan, kerapian, Kelengkapan dan kenyamanan kamar sebelum digunakan oleh tamu hotel. Room attendant di Sheraton Taoyuan hotel Taiwan melaksanakan tugas *make up room* dalam mendukung perannya untuk menunjang operasional Room section. Peran *room attendant* di Sheraton Taoyuan hotel Taiwan menunjukkan kontribusi dalam menunjang *room section*.

Kata kunci : Peranan, *room Attendant*, *Operational room Section*.



ABSTRAC

This final assignment is entitled "The important role of room attendants in supporting the Operational Room section at the Sheraton Taiwan hotel. The aim of writing this final assignment is to find out the important role of room attendants in supporting rooms at the Sheraton Taiwan hotel. The data collection methods used in this research were interviews, observation and documentation. The role of the room attendant at the Sheraton Taoyuan hotel Taiwan is to pay attention to the cleanliness, tidiness, completeness and comfort of the room before it is used by hotel guests. Room attendants at the Sheraton Taoyuan hotel Taiwan carry out room make up duties to support their role in supporting room section operations. The role of the room attendant at the Sheraton Taoyuan hotel Taiwan shows a contribution in supporting the room section.

Keywords: Role, Room Attendant, Operational Room Section.

