



Guest Satisfaction With The Room Attendant's Performance At Hotel Inna Parapat In Handling Lost And Found Items

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ARTICLE INFO

Keywords:

Room Attendant
Lost And Found Satisfaction and
Supervision.

ABSTRACT

The purpose of this research is to avoid the loss of tanu items staying at the inna parapat hotel. When working, a Room Attendant must always provide good service to guests and always dress neatly because the appearance of a Room Attendant greatly affects the guest's impression of the hotel. The presence of guests must always get more attention from the hotel, for example in the field of guest services while at the hotel such as cleanliness, neatness, and comfort and of course Room Attendant service in preparing guest needs. Because a Room Attendant is required to always be skilled and responsible in carrying out their duties. By using Observation, Questionnaire, and also Literature Study, the writer analyzes its implementation. The study was conducted at the Inna Parapat Hotel, this aims to improve the management of Inna Parapat Hotel to pay more attention to the work of their subordinates. At the time the author conducted research at Inna Parapat Hotel, the results of the research conducted by the author, the author found that the Room Attendant who worked was not in accordance with what had been set, and the lack of responsibility for lost and found items belonging to hotel guests became one of the biggest obstacles in Inna Parapat Hotel, so Room Attendant work is not optimal. This is due to the lack of supervision from supervisors to their subordinates. The author found that the Room Attendant was not working according to what had been set, and the lack of responsibility for lost and found items belonging to hotel guests was one of the biggest obstacles at Inna Parapat Hotel, so that the Room Attendant's work was not optimal. This is due to the lack of supervision from supervisors to their subordinates. The author found that the Room Attendant was not working according to what had been set, and the lack of responsibility for lost and found items belonging to hotel guests was one of the biggest obstacles at Inna Parapat Hotel, so that the Room Attendant's work was not optimal. This is due to the lack of supervision from supervisors to their subordinates.

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1. Introduction

World Tourism is currently growing. So that many countries depend on the tourism industry, namely as a source of taxes and income, so that the development of the tourism industry is one of the strategies used by many countries to promote their territory as a tourist area to increase trade through the sale of goods and services to tourists. Many areas are tourist destinations[1], both at home and abroad. This sector can be managed potentially to improve people's living standards for the better, because it will increase the development of income, the economy in various regions that have a high and potential tourism sector.[2][3]. The more often a tourist trip is carried out, they will need accommodation that supports their trip, one of the sectors that supports tourism is hotels[4]. Hotel is a type of accommodation whose part or all of the building is to provide services, lodging, food, and beverages as well as other supporting services for the public which are managed commercially. In addition, the hotel also has several departments that support each other, contributing to the hotel's profits[5]. One of them is the housekeeping department, where this department generally handles service and is responsible for the cleanliness of guest rooms[6]. To support the smooth operation, a qualified and skilled room attendant is needed in their field so that they can provide satisfactory service for hotel guests[7]. The author sees that there are several problems regarding the workings and implementation of attendants at Inna Parapat Hotel, Parapat. Lack of responsibility and attention of the room attendant for lost and found items at Inna Parapat Hotel, Parapat. The results of statistical tests can be concluded that Trust and Service Quality have a positive and negative influence on Consumer Satisfaction[8]. Sampling was determined by using purposive sampling and the number of samples. The research method is qualitative research with a case study and descriptive approach[9]. Data collection techniques using interviews, observation and documentation[10]. This research is to find out how big the level of service quality and level of customer loyalty is[11]. Collecting information that will be used to analyze the effect of service quality and customer satisfaction on customer loyalty[12]. This study aims to determine the effect of service quality on customer satisfaction[13]. In order to stay afloat in the midst of intense competition, they are competing to offer more value that can attract consumers' interest[14].

In a service, quality is the most crucial factor that must be considered. If the consumer considers the company's service to be of high quality, the company will be able to compete with its competitors in the marketplace. This is a descriptive quantitative study with the goal of analyzing and summarizing the degree of service quality. Quality is one of the most important factors in the success of any organization. Many elements influence an organization's long-term performance. Service quality is critical to the success of the hospitality industry, and there are several factors to consider, including the fifth dimension. Physical proof (tangibles), reliability (reliability), power responsiveness, assurance, and empathy are some of these qualities. As a result, the level of customer satisfaction with a company's services can be measured using the five aspects of the services provided. Guests have high expectations for the service they will receive, and hotels frequently issue



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service "promises." As a result, it is the hotel's responsibility to be able to deliver services that meet or exceed that guarantee.

In the business sector, the quality of services and facilities is more significant at this time because it is thought to affect consumer happiness, and it will also take into consideration competition from various hospitality services. Each company's facilities come in a variety of shapes, sizes, and features. The goal of this research is to look at how service quality and facilities affect customer happiness. When guests ask inquiries, one term they don't want to hear is "don't know." As a result, ensure that the hotel staff, particularly the front-desk staff, is well-versed in hotel knowledge and information. Not only about the hotel, but also about the surrounding region, including retail malls, tourist attractions, restaurants, and so on. When guests seek information on this, the first people they usually ask are hotel staff. The term "service" refers to a product or service that is provided to customers. The fundamental appeal of each hotel has always been the competition amongst lodging establishments. To attract clients, they strive to improve the services they provide. The Hills Hotel plays an important role in the tourism industry. The hotel offers amenities including guest rooms, meals and beverages, as well as support services like entertainment areas, sports facilities, and laundry facilities. Even though the hotel and its facilities are excellent, if the customer does not receive adequate service, he or she will be unsatisfied. As a result, the author penned a thesis titled "The Hills of Bukittinggi Hotel Service Strategy." This research employs a qualitative approach and a case study approach.

There is a disconnect between consumer expectations and consumer perceptions of Hotel Kombokarno's service, which is negative (-). This means that all perceived services are not in line with the services that are supposed to be supplied. If the gap is near to zero, there will be less of one, and if the company's performance meets the standards, customers and institutions will have a positive image and influence. The opinion of hotel service quality is in line with expectations for hotel service quality. A component of convenience assurance, tangibles, was likewise discovered to have the highest level of expectation for service quality performance.

2. Methods

2.1 Literature Review and Submission of Hypotheses

In a hotel there are various departments that have their respective functions, duties and responsibilities. Each of these departments is interconnected with each other [15]. To maintain the stability of work operations in the hotel, all these departments must work together and establish good relationships in carrying out their respective functions. The following are the departments in a 5-star standard hotel (****):

1. Front office department
Front office department is a hotel department whose task is to deal directly with guests, accept guest room reservations, receive guest registration, and provide information desired by guests.
2. Food & beverage department
Food & beverage department is a hotel department that handles matters relating to processing, providing food and beverages and in charge of providing services to guests when eating in restaurants.
3. Housekeeping department
Housekeeping department is a hotel department that is responsible for all hotel cleanliness in the room and public areas as well as cleaning all hotel facilities.
4. Accounting department
Accounting is a hotel department that is responsible for hotel administration, both expenses and financial income at the hotel.
5. Personnel department
Personnel is a department in the hotel in charge of selecting and placing employees and training and handling problems faced by employees.
6. Engineering department
Engineering is a hotel department that is responsible for handling, repairing, and maintaining electrical equipment and machines in the hotel.
7. Marketing department
Marketing is the department in charge of marketing all the facilities and services available at the hotel to the general public in order to attract people's attention to want to visit the hotel.
8. Purchasing department
Purchasing is the part that is responsible for the overall ordering, procurement and purchase of all hotel needs.
9. Security department
Security is the part responsible for maintaining security at the hotel for 24 hours.

2.2 Purpose of Handling Lost and Found Goods

The goal is that guest luggage left in the room or in the hotel area can be well maintained and maintained. Handling Lost and Found Goods (Lost & Found) If the room has just been left by the guest (C/O) check carefully if there are items leftover guests. If there is an item left behind, please contact the relevant supervisor immediately or the front office quickly if the item is a valuable item. Guest belongings left behind must be handed over to the supervisor and will be recorded in the Lost and Found book. And what if your confiscation comes to ask about his belongings, the items are still well maintained and intact, then your confiscation will be satisfied with the services provided by the hotel, especially by housekeeping.

Lost and found goods can be classified into three groups, namely:

1. Ordinary item group.
To determine the value of an item that is found to be valuable or ordinary is very difficult. Basically the value of all items found is determined based on experience in the field and is guided by the type, price, and condition of the item. Usually an item is determined as an ordinary item based on the purchase price factor, for example sandals, socks, pants, shaving tools, and others. The storage period for a group of ordinary goods is three months.
2. Group of valuables
Findings are classified as valuable items when the item is highly needed by the owner, and is of high value. Besides that,



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it must also be seen from the price factor and the condition of the goods. Examples of items that include valuables are large amounts of cash, cameras (handycams), securities (passports), and jewelry. The storage period for this item is six months or one year.

3. Groups of items thrown away by guests.
Items thrown away by guests are items that are placed in the trash in the guest room. Handling items like this requires attention, because guests may forget or accidentally put their items in the trash. Usually the hotel, especially the roomboy, will contact the guest if he is still staying at the hotel. If the guest has checked out, the item can be classified as an ordinary item after being assessed based on the condition of the item

2.3 Guest satisfaction with lost and found goods service

Giving satisfaction to guests through the services provided by the hotel is a job that is not easy, especially in providing services for handling lost and found goods. In general, guests who come to the hotel come to stay, and expect to get the best service, such as cleanliness, tidiness, security, and comfort so that guests feel satisfied. During guests staying at the hotel, it is very important to provide security and comfort to guests, security about themselves and security about guests' belongings while staying at the hotel. Therefore, the room attendant must be able to work honestly so that guests are satisfied with the services provided by the hotel. Consumer satisfaction is the result felt by buyers who experience the performance of a company in accordance with their expectations. Consumers feel satisfied when their expectations are met and feel very happy if their expectations are exceeded. Satisfied consumers tend to stay loyal longer, buy more, are less sensitive to price changes and talk in favor of the company. (<http://rosyidaputra98.blogspot.com/2012/03/pengertian-kepuasan.html> accessed 9 February 2021). The satisfaction of guests is the main thing that the hotel wants to achieve. If the guest is satisfied with the service provided by the room attendant, the guest will become a loyal customer. Indirectly, guests will also help the hotel to promote to friends or fellow guests.

2.4 Relevant studies

According to the theory studied by the author at the academy that the handling of lost and found in housekeeping is good and correct Follows standard operational housekeeping procedures

- a. The supervisor must provide training on how to handle lost and found in housekeeping.
- b. Every housekeeping staff must be really careful on lost and found items belonging to guests.
- c. Can handle every complaint from every guest regarding lost and found items.
While the authors get in the industry or hotel are:
 - a. There is a discrepancy between standard operational procedures and the implementation of housekeeping.
 - b. Lack of knowledge of employees in providing services to guests.
 - c. Lack of employee accuracy on lost and found items belonging to guests.
 - d. Sometimes employees can't handle guest complaints properly.

3. Results and Discussion

3.1 Hotel Classification

The following is the classification of Hotel Inna in terms of various aspects of hospitality science.

- [1] By Location
This hotel is located in a strategic place for guests who want to vacation to Lake Toba because Hotel Inna Parapat has a place whose view directly faces Lake Toba so it is very suitable for guests who vacation to Lake Toba and almost all hotel rooms in Inna Parapat is directly dealing with nature in Lake Toba. Hotel Inna is also very close to the ferry port .
- [2] By Rating
This hotel has 97 rooms and this hotel is included in a three-star hotel (***)
- [3] Based on Room Size and Number
The number of rooms owned by Hotel Inna Parapat is 97 rooms. And this Hotel can be classified with Resort.
- [4] Based on Room Rate Application
This Inna Parapat hotel can be classified into the Continental Plan, which is a hotel that adheres to a system where the room price includes breakfast or the room rate includes breakfast.
- [5] By Guest Type
Judging from the type of guests, Hotel Inna Parapat is a place for guests to vacation because most of the guests staying are from guests who want to take a vacation.
- [6] Based on the length of the guest's stay
Most guests who stay at Hotel Inna Parapat are usually within a period of two or three days or it can be more. Therefore, Hotel Inna Parapat is included in the type of Semi-Residential hotel.

3.2 Hotel Facilities

The vision of the Inna Parapat hotel is to become a property development company with the largest and best integrated tourism area in Southeast Asia in particular. and has the widest network of recreation centers that reach international standard tourism routes. The mission of the Inna Parapat hotel is as a community life that is the pride of the nation. Always creating a better social environment through quality entertainment offerings elements of art, culture, knowledge in order to create community "Life Re-Creation" which is the pride of the nation. Hotel Inna Parapat has the following facilities:

Table 1
TYPES OF ROOMS, NUMBER OF ROOMS AND ROOM PRICES

No	Type of room	Number of rooms	Room price
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			Weekdays	weekend
1	Inna Parapat Suite	2	Rp.4.950.000	Rp.5.198.00
2	Lotus Suite Cottage	2	Rp.3.850.000	IDR 4,043,000
3	Junior Suite	8	Rp.1.568.000	Rp.1,645,000
4	Deluxe	26	Rp.1.350.000	Rp.1.418.000
5	Family Room	12	Rp.1,254,000	Rp.1.317.000
6	Superior	48	Rp. 855,000	Rp. 898.000

1. Simalungun Resort : 120 seats/pax
2. Toba bar : 30 seats/pax
3. Tao cafe hat : 30 seats/pax
4. Sosor Pasir Café : 30 seats/pax
5. Mandoning karaoke : 25 seats/pax
6. Onang-onang restaurant : 100 seats/pax
7. Marihat Hall : 120 seats/pax
8. Room service 24 hours
9. Laundry
10. Lobby
11. Fishing Area
12. mosque
13. Free Wifi
14. Guest requests such as: tour, play group, and massage.
15. Reluxe Beach
16. Outbound Area
17. Parking Area

TABLE 2
RESPONSE SUPERVISOR WHAT IS OVERVIEWING THE WORK OF THE ROOM ATTENDANT AFTER FINISHING THE ROOM CLEANING.

N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	1	20%
3.	No	3	60%
	Total	5	100%

Based on Table 4.1 above, it can be seen that 1 (20%) supervisors said they checked the room after the room was cleaned by the room attendant, and 1 (20%) supervisor said they sometimes checked after the room was cleaned and 3 (60%) said they didn't checking the room after cleaning. From the results of the analysis above can be seen that some supervisors stated that they did not check the room after it was cleaned by the room attendant resulting in many errors or lack of cleanliness and tidiness of the room when guests would enter or check-in.

TABLE 3
SUPERVISOR RESPONSE WHAT TO TAKE ACTION WHEN ROOM ATTENDANT DOES A MISTAKE.

N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	0	0%
3.	No	4	80%
	Total	5	100%

From Table 4.2 above can be seen that 1 (10%) supervisors said they did or gave action to the room attendant when they made a mistake and 4 (80%) supervisors said they did not take immediate action when the room attendant made a mistake. Based on the results of the analysis above, it can be concluded that not all supervisors take the same action against the room attendant if the room attendant makes a mistake, which can result in the room attendant making the same mistake.

TABLE 4.
RESPONSE SUPERVISOR DO YOU GIVE DIRECTIONS ON HANDLING OF GUEST'S LOST AND FOUND GOODS TO ROOM ATTENDANT.

N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	0	0%
3.	No	4	80%
	Total	5	100%



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From Table 3 above can be seen that 1 (20%) supervisors said they gave directions on handling lost and found items belonging to guests and 4 (80%) said they did not provide guidance on handling lost and found items belonging to guests. Based on the analysis above, it can be concluded that not all supervisors provide guidance on handling lost and found items belonging to guests. Which resulted in the lack of responsibility of a room attendant for handling lost and found items belonging to guests.

TABLE 4
RESPONSE SUPERVISOR WHAT IS SUPERVISING THE ROOM ATTENDANT WHEN IMPLEMENTING THE WORK OPERATIONAL PROCESS.
N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	1	20%
3.	No	3	60%
	Total	5	100%

From Table 4 above can be seen that 1 (20%) supervisors said they supervised the room attendant when carrying out work operational processes, 1 (20%) supervisors said they sometimes supervised work operational processes and 3 (60%) said they did not supervise the room attendant during the process. work operations take place. Based on the results of the analysis above, it can be concluded that not all supervisors have the same opinion, to supervise the room attendant during the work operational process. Where the room attendant who can carry out his work is not in accordance with the standards that have been set.

TABLE 5
RESPONSE SUPERVISOR DO YOU ALWAYS PROVIDE SUPERVISION OF GUEST'S LOST AND FOUND ITEMS.
N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	1	20%
3.	No	3	60%
	Total	5	100%

From Table 4.5 above can be seen that 1 (20%) supervisors said that they always supervised lost and found items belonging to guests and 1 (20%) supervisors said they sometimes supervised lost and found items belonging to guests and 3 (60%) said no, did not provide supervision of lost and found goods. Based on the results of the analysis, it can be concluded that not all supervisors provide supervision of lost and found items belonging to guests, which may result in room attendants also not supervising guests' lost and found items in accordance with predetermined procedures.

TABLE 6
RESPONSE SUPERVISOR DO YOU ALWAYS PROVIDE BRIEFING TO THE ROOM ATTENDANT BEFORE OPERATIONAL WORK WILL BE IMPLEMENTED.
N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	2	40%
2.	Sometimes	1	20%
3.	No	2	40%
	Total	5	100%

From Table 6 above can be seen that 2 (40%) supervisors said they always gave briefings to the room attendant before carrying out work operational processes, 1 (20%) supervisors said they sometimes gave briefings and 2 (20%) supervisors said they did not provide briefings to the room attendant. room attendant before the operational work process will take place. Based on the analysis above, it can be concluded that not all supervisors provide briefing to the room attendant before carrying out the operational work process that will take place which may result in a lack of room attendant discipline at work.

TABLE 7
RESPONSE SUPERVISOR DO DRIVE THE ROOM ATTENDANT TO WORK IN ACCORDANCE WITH STANDARD OPERATING PROCEDURES.
N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	2	40%
3.	No	2	40%
	Total	5	100%

From Table 7 above can be seen that 1 (20%) said directing the room attendant to work according to standard operating procedures, 2 (40%) supervisors said sometimes and 2 (40%) supervisors said they did not direct the room attendant to work according to operational standards. procedure. Based on the above analysis, it can be concluded that not all supervisors



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can direct the room attendant to work in accordance with standard operating procedures, which results in the room attendant being undisciplined in carrying out work operations because some of them work not in accordance with standard operating procedures.

TABLE 8
RESPONSE SUPERVISOR DO YOU ALWAYS PROVIDE THE ROOM ATTENDANT'S MOTIVATION TO BE ABLE TO WORK HONESTLY IN HANDLING OF GUEST'S LOST AND FOUND GOODS
N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	1	20%
3.	No	3	60%
	Total	5	100%

From Table 8 above can be seen that 1 (20%) supervisors said directing room attendants to work according to standard operating procedures, 1 (20%) supervisors said sometimes and 3 (60%) supervisors said they did not direct room attendants to work according to standards. operational procedures. Based on the results of the analysis above, it can be concluded that not all supervisors can provide motivation to the room attendant which can result in the room attendant's lack of attention to lost and found items belonging to guests.

TABLE 9
RESPONSE SUPERVISOR WHAT IS GOOD COMMUNICATION WHEN WORKING WITH ROOM ATTENDANT.
N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	1	20%
3.	No	3	60%
	Total	5	100%

From Table 9 above can be seen that 1 (20%) supervisors say they can establish good communication with the room attendant, 1 (20%) supervisors say that sometimes they can communicate well with the room attendant and 3 (60%) say they can't. communicate well with the room attendant. Based on the results of the analysis above, it can be concluded that not all supervisors can communicate well with the room attendant, all supervisors should be able to communicate well with the room attendant or vice versa so that all operational processes always run smoothly and in accordance with procedures.

TABLE 10
RESPONSE SUPERVISOR DOES TEACHING ROOM ATTENDANTS HOW TO SERVE GUESTS WELL WHEN GUESTS COMPLAIN
N = 5

NO	Respondent's Answer	Amount	Percentage
1.	Yes	1	20%
2.	Sometimes	0	0%
3.	No	4	80%
	Total	5	100%

From Table 10 above can be seen that 1 (20%) supervisors said they taught room attendants to provide the best service for guests and 4 (80%) said they did not teach room attendants to provide the best service for guests. Based on the results of the analysis above, it can be concluded that not all supervisors teach room attendants to provide the best service for guests. This can result in room attendants not being able to serve guests when complaining about lost and found items belonging to guests.

3.2 Analysis of how the room attendant works in handling lost and found items belonging to guests

In handling lost and found items belonging to guests is very important, it is required that the room attendant Inna Parapat Hotel must be able to work properly and honestly in handling lost and found items belonging to guests. Because this greatly affects guest satisfaction, if guests staying at the hotel are satisfied with the services provided by the hotel, guests will come back to stay at the hotel and trust the hotel. And indirectly, guests will also promote hotel services to their colleagues or friends. The following are some tables that support the analysis of guest satisfaction with the handling of lost and found items belonging to guests at Inna Parapat Hotel.

TABLE 11
RESPONSE ROOM ATTENDANT DO YOU ALWAYS MAKE A REPORT IF YOU FIND A GUEST'S LOST AND FOUND ITEMS
N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	3	30%
2.	Sometimes	2	20%
3.	No	5	50%
	Total	10	100%

From The table above shows that 3 (30%) room attendants said they always made a report if they found lost and found items belonging to guests, 2 (20%) said they sometimes made reports and 5 (50%) said they did not always report loss.



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Based on the results of the analysis above, it can be concluded that not all room attendants make reports if they find lost and found items, supervisors do not know that lost and found items are found when guests complain.

TABLE 12
RESPONSE *ROOM ATTENDANT* HAVE YOU PARTICIPATED IN COOPERATION IN SUPERVISION OF LOST AND FOUND GOODS
N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	4	40%
2.	Sometimes	0	0%
3.	No	6	60%
	Total	10	100%

From the table above, it can be seen that 4 (40%) room attendants said they had cooperated in supervising guests' lost and found items and 6 (60%) said they had not cooperated in supervising guests' lost and found items. Based on the results of the analysis above, it can be concluded that not all room attendants do not work honestly in handling lost and found items, as a result, guests cannot trust the room attendant Inna Parapat hotel.

TABLE 13
RESPONSE *ROOM ATTENDANT* DO YOU WORK HONESTLY IN HANDLING GUEST'S LOST AND FOUND ITEMS
N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	3	30%
2.	Sometimes	0	0%
3.	No	7	70%
	Total	10	100%

From the table above, it can be seen that 3 (30%) room attendants work honestly in handling lost and found items belonging to guests and 7 (70%) say they are dishonest in handling lost and found items belonging to guests, Based on the results of the analysis above, it can be concluded that not all room attendants provide good service, this will result in guests not getting good service.

TABLE 14
RESPONSE *ROOM ATTENDANT* DO YOU GIVE THE BEST SERVICE TO GUESTS INNA PARAPAT HOTEL
N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	4	40%
2.	Sometimes	2	20%
3.	No	4	40%
	Total	10	100%

From The table above shows that 4 (40%) room attendants have provided the best service to guests, 2 (20%) room attendants say sometimes and 4 (40%) room attendants say they have not been able to provide the best service to hotel guests. Based on the results of the analysis above, it can be concluded that not all room attendants can provide good service to guests staying at the hotel and guests do not feel satisfied while staying at Inna Parapat Hotel.

TABLE 15
WHAT RESPONSE *ROOM ATTENDANT* ALREADY FOLLOWED EVERY DAY BRIEFING
N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	4	40%
2.	Sometimes	3	30%
3.	No	3	30%
	Total	10	100%

From The table above can be seen that 4 (40%) room attendants attend daily briefings from supervisors, 3 (30%) say sometimes and 3 (30%) room attendants say they do not attend daily briefings. Based on the analysis above, it can be concluded that not all room attendants attend the briefing every day. As a result, the room attendant did not get the latest available information.

TABLE 16
RESPONSE *ROOM ATTENDANT* DO YOU HANDLE GUEST'S LOST AND FOUND GOODS ACCORDING TO STANDARD OPERATING PROCEDURES?
N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	2	20%
2.	Sometimes	2	20%
3.	No	6	60%
	Total	10	100%



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From The table above can be seen that 2 (20%) room attendants said they handled lost and found items according to standard operating procedures, 2 (20%) said sometimes and 6 (60%) room attendants said they did not handle lost and found items according to standards. operational procedures. Based on the analysis above, it can be concluded that not all room attendants can follow the predetermined procedures. As a result, the room attendant does not handle lost and found items in accordance with standard operating procedures.

TABLE 17
RESPONSE *ROOM ATTENDANT* WHAT TO REPORT TO YOUR BOSS IF YOU FIND LOST AND FOUND ITEMS OWNED BY GUESTS THAT HAVE BEEN CHECKED OUT?
N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	3	30%
2.	Sometimes	3	30%
3.	No	4	40%
	Total	10	100%

From The table above can be seen that 3 (30%) room attendants said they reported to their superiors, 3 (30%) said sometimes and 4 (40%) room attendants did not report to their superiors. Based on the analysis above, it can be concluded that not all room attendants report lost and found belonging to guests who have checked out. As a result, the supervisor does not know about the lost and found information belonging to guests who have checked out.

TABLE 18
RESPONSE *ROOM ATTENDANT* DO YOU HANDLE LOST AND FOUND GOODS PROPERLY AND CORRECTLY?
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	2	20%
2.	Sometimes	3	30%
3.	No	5	50%
	Total	10	100%

From The table above can be seen that 2 (20%) room attendants said they handled lost and found items properly and correctly, 3 (30%) said sometimes and 6 (60%) room attendants said they did not handle lost and found items properly and Correct Based on the analysis above, it can be concluded that not all room attendants handle lost and found items properly and correctly. As a result, lost and found goods cannot be properly maintained and damaged.

TABLE 19
RESPONSE *ROOM ATTENDANT* DOES THE ROOM ATTENDANT HAVE WORKING HONESTLY AND RESPONSIBLY
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	3	30%
2.	Sometimes	3	30%
3.	No	4	40%
	Total	10	100%

From The table above can be seen that 3 (30%) room attendants said they had worked honestly and responsibly, 3 (30%) said sometimes and 4 (40%) room attendants said they had not been able to work honestly and responsibly. Based on the analysis above, it can be concluded that not all room attendants can work honestly and responsibly, this will result in guest assessments not getting honesty and responsibility from the room attendant.

TABLE 20
RESPONSE *ROOM ATTENDANT* DO YOU EVER TAKE ANY GOODS OF A GUEST WHO STAYS AT INNA PARAPAT HOTEL
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	2	20%
2.	Sometimes	4	40%
3.	No	4	40%
	Total	10	100%

From The table above can be seen that 3 (30%) room attendants said they had taken guest's belongings, 4 (40%) said sometimes and 4 (40%) room attendants said they never took guest's belongings. Based on the analysis above, it can be concluded that not all room attendants can work honestly, this will result in guests assuming that the room attendant at Inna Parapat Hotel does not have honesty.

3.3 Analysis of guest satisfaction on the services provided by Inna Parapat Hotel.

On when guests stay at Inna Parapat Hotel it is very important for the room attendant to provide satisfaction to guests. So that guests get satisfaction the room attendant can provide the best service to guests. What guests expect is service satisfaction, responsibility, honesty and courtesy of a room attendant. Guests who come to stay at the hotel there are staying for two days or more, of course guests bring their belongings, guests staying at this hotel are very happy and satisfied if the room attendant can also keep their belongings in the room when guests stay ask the room attendant to clean the room. And



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it is very important for guests if they have checked out there are items left behind in the hotel room, the room attendant immediately reports to the authorities, so that this guest's belongings are not damaged and well maintained. And guests are satisfied with the services provided by the hotel. The following are some tables that support the analysis of guest satisfaction with the handling of lost and found items belonging to guests at Inna Parapat Hotel.

TABLE 21
GUEST RESPONSE DO YOU GET THE ITEM BACK IF LEFT AT THE HOTEL WHEN YOU ALREADY CHECK OUT
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	3	30%
2.	Sometimes	3	30%
3.	No	4	40%
Total		10	100%

From The table above shows that 3 (30%) guests said they got their items back, 3 (30%) guests who had often stayed at Inna Parapat Hotel sometimes got their items back and 4 (40%) said they didn't get their items. return. Based on the results of the analysis above, from the results of the analysis above, it can be seen that not all guests get their lost and found items if they are left behind at the hotel, this causes guests to complain.

TABLE 22
GUEST FEEDBACK ABOUT THE TREATMENT LOST AND FOUND OWNED GUESTS WHO LEAVE AT THE HOTEL
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	2	20%
2.	Sometimes	4	40%
3.	No	4	40%
Total		10	100%

From From the table above, it can be seen that 2 (20%) guests said that their items left at the hotel were well cared for, 2 (20%) who often stayed at the Inna Parapat hotel said that they sometimes got their items back properly and 40 (40%) said the items left at the hotel were not properly cared for. Based on the results of the analysis above, it can be concluded that not all guests feel that their lost and found items are well cared for. As a result, the lost and found items belonging to the guest will be damaged.

TABLE 23
WHAT GUEST RESPONSE ROOM ATTENDANT IT WAS POLITE WHEN SERVING GUESTS.
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	3	30%
2.	Sometimes	2	20%
3.	No	5	50%
Total		10	100%

From The results of the table above can be seen that 3 (30%) guests said the room attendant had served politely, 2 (20%) said sometimes and 5 (50%) said the room attendant was not polite when serving guests. Based on the results of the analysis above, it can be concluded that guests who stay at Inna Parapat Hotel do not feel the courtesy of the room attendant, this results in guests not feeling satisfied with the services provided by the room attendant.

TABLE 24
GUEST RESPONSE WHAT'S THERE? GETTING GOOD SERVICE BY ROOM ATTENDANT INNA PARAPAT HOTEL
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	3	30%
2.	Sometimes	2	20%
3.	No	5	50%
Total		10	100%

From The results of the table above can be seen that 3 (30%) guests said the room attendant had provided good service, 2 (20%) said sometimes and 5 (50%) said the room attendant did not provide good service. Based on the results of the analysis above, it can be concluded that guests who stay at Inna Parapat Hotel do not get good service from the room attendant when serving guests, this can result in guests feeling dissatisfied with the services provided by the room attendant.

TABLE 25
GUEST RESPONSE DO YOU FEEL SATISFIED WITH THE GOODS SERVICE LOST AND FOUND GUEST OWNED
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	2	20%
2.	Sometimes	3	40%



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3.	No	5	40%
	Total	10	100%

From The table above shows that 2 (20%) guests said they were satisfied with the service for lost and found goods, 2 (20%) who had often stayed at the hotel said sometimes and 5 (50%) said they were not satisfied with the service for lost and found goods. visitor. Based on the results of the analysis above, it can be concluded that the room attendant did not provide good service regarding lost and found items belonging to guests, so that a greater number of guests said they were not satisfied with the service of lost and found items belonging to guests.

TABLE 26

GUEST RESPONSE DOES THE ROOM ATTENDANT TELL THE GUEST IF *ROOM ATTENDANT* FINDING GUEST'S LOST AND FOUND ITEMS

N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	3	30%
2.	Sometimes	2	20%
3.	No	5	50%
	Total	10	100%

From The results of the table above can be seen that 3 (30%) guests said the room attendant had notified, 2 (20%) said sometimes and 5 (50%) said the room attendant did not notify if they found the guest's belongings. Based on the results of the analysis above, it can be concluded that guests who stay at Inna Parapat Hotel are not informed by the room attendant if the room attendant finds lost and found items belonging to guests, this results in guests often complaining about the services provided by the room attendant.

TABLE 27

GUEST RESPONSE WHAT GUEST COMPLAINTS ARE ALWAYS RESPONDED WELL BY *ROOM ATTENDANT* INNA PARAPAT HOTEL IF REPORTING ABOUT A GUEST'S LOST GOODS IN THE ROOM

N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	2	20%
2.	Sometimes	2	20%
3.	No	6	60%
	Total	10	100%

From Results The table above shows that 2 (20%) guests said they had received a good response 2 (20%) said sometimes and 6 (60%) said they did not get a good response. Based on the results of the analysis above, it can be concluded that guests who stay at Inna Parapat Hotel are not always responded well by the room attendant, this causes guests to feel that they are not served well and guests will not come back to stay at Inna Parapat Hotel.

TABLE 28

WHAT GUEST RESPONSE *ROOM ATTENDANT* ALWAYS BE RESPONSIBLE FOR LOST ITEMS WHEN THE ROOM ATTENDANT CLEANS THE GUEST ROOM

N = 10

NO	Respondent's Answer	Amount	percentage
1.	Yes	1	10%
2.	Sometimes	3	30%
3.	No	6	60%
	Total	10	100%

From the results of the table above, it can be seen that 1 (10%) guests said the room attendant was responsible, 3 (30%) said sometimes and 6 (60%) said the room attendant was not responsible for the loss of guest items in the room when the room attendant cleaning room. Based on the results of the analysis above, it can be concluded that guests who stay at Inna Parapat Hotel do not get service and feel that there is no room attendant honesty. This can cause guest dissatisfaction and will lead to distrust of guests to the room attendant.

TABLE 29

GUEST RESPONSE ARE THE GUEST'S GOODS EVER LOST IN THE ROOM WHEN THE GUEST ASKED *ROOM ATTENDANT* TO CLEAN HIS ROOM

N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	5	50%
2.	Sometimes	0	0%
3.	No	5	50%
	Total	10	100%

From the results of the table above, it can be seen that 5 (50%) guests said their items had been lost and 5 (50%) said their items were never lost when the room attendant cleaned the guest room. Based on the results of the analysis above, it can be concluded that the guests who stay at Inna Parapat Hotel most of the guests have lost their belongings when the room attendant cleans the guest rooms. As a result, guests will complain.



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TABLE 30
WHAT GUEST RESPONSE *ROOM ATTENDANT* INNA PARAPAT HOTEL WORKS HONESTLY
N = 10

NO	Respondent's Answer	Amount	Percentage
1.	Yes	3	30%
2.	Sometimes	2	20%
3.	No	5	50%
	Total	10	100%

From the results of the table above, it can be seen that 3 (30%) guests said the room attendant had worked honestly, 2 (20%) said sometimes and 5 (50%) said the room attendant had not been able to work honestly.

No	Table	Answer		
		Yes	Sometimes	No
1	1	1	1	3
2	2	1	0	4
3	3	1	0	4
4	4	1	1	3
5	5	1	1	3
6	6	2	1	2
7	7	1	2	2
8	8	1	1	3
9	9	1	1	3
10	10	1	0	4
	TOTAL	11	8	31
	PERCENTAGE	22%	16%	62%

Based on the results of the analysis above, it can be concluded that not all guests who stay at Inna Parapat Hotel work honestly, as a result, guests will complain and feel dissatisfied with the services provided by the Inna Parapat Hotel room attendant. Based on the results of the analysis from the table above, it is stated that (22%) supervisors stated that they supervised the room attendant in handling lost and found items belonging to guests, (16%) stated that they sometimes supervised and (62%) supervisors said that they did not supervise the room attendant in handling lost items. and found by guest. From the results of the analysis above can the authors conclude that there are still many supervisors who are not responsible for their work as a supervisor at Inna Parapat Hotel as a result some room attendants carry out their work not in accordance with procedures.

TABLE 32
FLAT AVERAGE ANALYSIS OF HANDLING OF LOST AND FOUND GOODS ACCORDING TO STANDARD OPERATING PROCEDURES PERFORMED BY THE ROOM ATTENDANT IN THE HOUSEKEEPING DEPARTMENT AT INNA PARAPAT HOTEL.

No	Table	Answer		
		Yes	Sometimes	No
1	21	3	3	4
2	22	2	4	4
3	23	3	2	5
4	24	3	2	5
5	25	2	3	5
6	26	3	2	5
7	27	2	2	6
8	28	1	3	6
9	29	5	0	5
10	30	3	2	5
	TOTAL	27	23	50
	PERCENTAGE	27%	23%	50%

Based on the results of the analysis from Table 4.32 it is stated that (30%) room attendant handles lost and found goods according to standard operating procedures, (22%) states sometimes handles according to operational procedures and (48%) room attendant says they do not handle lost and found goods according to established standard operating procedures.

From The results of the analysis above can be concluded that there are still many room attendants who are not responsible for their work as a room attendant at Inna Parapat Hotel. As a result, it will reduce the guest's confidence in the room attendant.

TABLE 33
AVERAGE ANALYSIS OF GUEST SATISFACTION ON HANDLING OF GUEST'S LOST AND FOUND GOODS AT INNA PARAPAT HOTEL
N=10

No	Table	Yes	Answer Sometimes	No
1	11	3	2	5



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2	12	4	0	6
3	13	3	0	7
4	14	4	2	4
5	15	4	3	3
6	16	2	2	6
7	17	3	3	4
8	18	2	3	5
9	19	3	3	4
10	20	2	4	4
TOTAL		30	22	48
PERCENTAGE		30%	22%	48%

Based on the results of the analysis, it was stated that (20%) guests stated that they were satisfied with the handling of lost and found items at Inna Parapat Hotel, (23%) stated that they were sometimes satisfied with the service of lost and found items and (50%) guests stated that they were not satisfied with the service. lost and found items at Inna Parapat Hotel. From the results of the analysis above, it can be concluded that there are still many guests who are not satisfied with the service for handling lost and found items belonging to guests who stay at Inna Parapat Hotel. As a result, many guests are dissatisfied with the services provided by the room attendant.

4 Conclusion

From some of the conclusions that the author has conveyed above, the author gives some suggestions to the hotel, namely: *Supervisor* have to do more training or training and briefings, so that services are better trained, understand better, and know more about services to increase guest satisfaction and be able to carry out their duties and responsibilities as a waiter. Supervision in work operations must always be carried out by supervisors so as not to make mistakes that cause losses for the company. Guest satisfaction at the Inna Parapat hotel is still not satisfied with the services provided. For this reason, Supervisors must always pay attention to the performance of waiters in terms of service, so that guests at Garuda Plaza Hotel Medan are satisfied and can provide benefits for the company. The lost and found goods service and (50%) guests stated that they were not satisfied with the lost and found goods service at Inna Parapat Hotel.

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