

ABSTRACT

This research aims to determine and assess the quality of services provided by the Butler staff at the Holiday Inn Bandung using descriptive methods. Interviewees were asked to rate the extent to which the process of implementing and monitoring the performance of the staff committed against Butler in Hotel Holiday Inn Bandung. Data collection techniques is done by means of direct observation during the writers do the Job Training (PKL) in the Hotel Holiday Inn Bandung, a literature review conducted by the author of the book research, as well as interviews conducted by the author of the staff Butler Hotel Holiday Inn Bandung 9 interview questions regarding the implementation and performance monitoring processes Butler staff. Respondents were asked to rate the answer Yes, No, or Sometimes. Research in Hotel Holiday Inn Bandung regarding the implementation and performance monitoring processes Butler staff considered good enough even though there are still some things that need to be improved. Judging from the results of studies showing that the Butler staff do not always provide services in accordance with the applicable Standard Operating Procedure, effective monitoring process was assessed by visual inspection method, but the total lack of party bosses in the regulatory process to make supervision given it is less the maximum.

Keywords : Butler, Descriptive Method, Process Implementation and Monitoring, Standard Operational Procedure

