

ABSTRACT

Abstrak : *This study aims to determine and analyze the handling of service requests guests at Grand Hotel Lembang in a hotel there are various departments to carry out operations in providing services to customers or guests, one of which is the department Housekeeping is inside him there are Order Taker, in function of governance housekeeping is very important for the smooth running and operation is determined by this part of housekeeping, to telaksanannya in service, in order to function housekeeping well then diperlunnya service standard guest requests in accordance with the procedures in order to avoid guest complaints about the handling of her, because one of the hotel revenue mainly derived from rental room, about how care and treatment of the guestrooms by a room attendant or order taker in order to result in better service to the guest rooms in the handling*

Keywords: handling, service, and guest request.