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**EXPLORING RESPONSIBILITIES AND OBSTACLES OF ROOM
ATTENDANT IN GUEST SERVICE AT ONSEN HOT SPRING RESORT
BATU**

THESIS



By:

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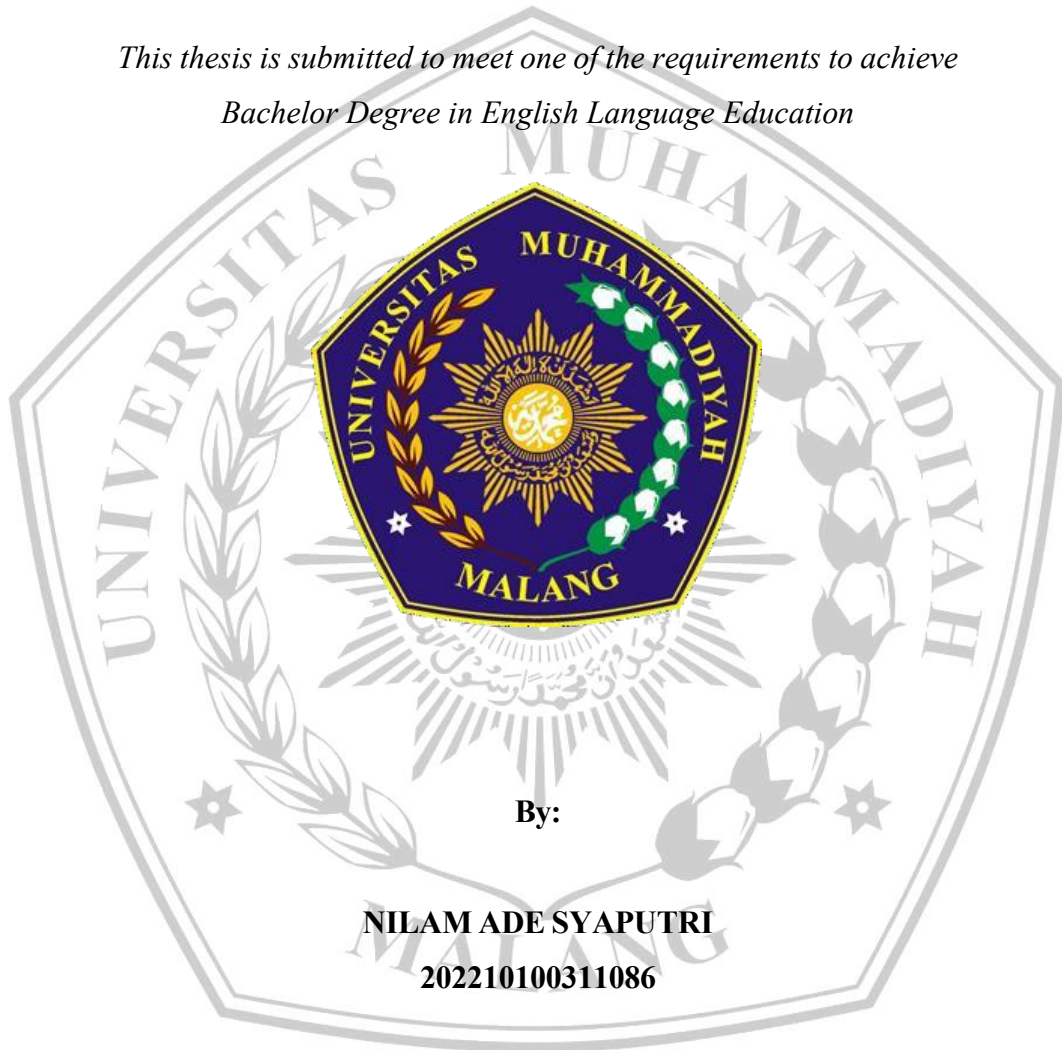
**ENGLISH LANGUAGE EDUCATION DEPARTMENT
FACULTY OF EDUCATION, SCIENCE, AND HUMANITIES
UNIVERSITY OF MUHAMMADIYAH MALANG**

2026

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THESIS

*This thesis is submitted to meet one of the requirements to achieve
Bachelor Degree in English Language Education*



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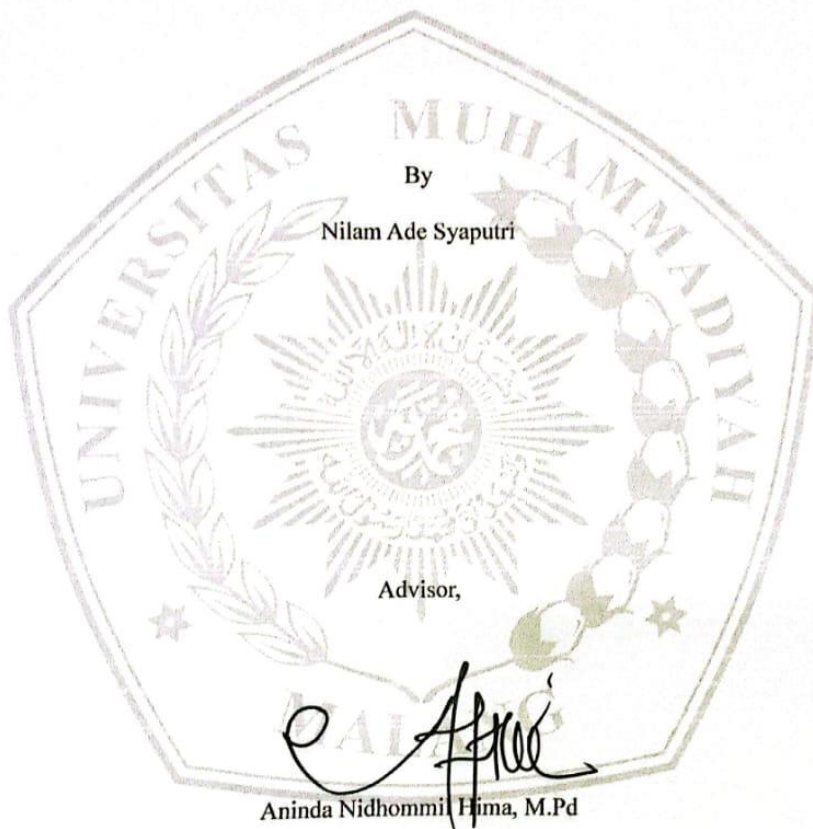
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MOTTOS AND DEDICATION

MOTTOS

“Man Jadda Wajadda“ (مَنْ جَدَّ وَجَدَّ)

Barang siapa bersungguh-sungguh, pasti akan berhasil

“You’re doing fine. Sometimes you’re doing better, sometimes you’re doing worst, but at the end it’s you. So I just want you to have no regrets. I want you to feel yourself grow and I just want you to also love yourself”
(Mark Lee)

“Don’t change, let go. Be brave, be strong. But take it easy, no rush. I know you got it”
(Unknown by NCT DREAM)

DEDICATION :

I dedicate this thesis to :

My Wonderful God (Allah SWT)

Prophet Muhammad shalallahu alaihi wassalam

To my beloved mother, father, and my siblings

To my thesis advisor

To my beloved best friends

And lastly to myself

AUTHOR'S DECLARATION OF ORIGINALITY

The undersigned below

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I hereby declare that :

1. The final project in the form of journal article titled "EXPLORING RESPONSIBILITIES AND OBSTACLES OF ROOM ATTENDANT IN GUEST SERVICE AT ONSEN HOT SPRING RESORT" is my own original work. This manuscript has never been submitted by anyone else to obtain an academic degree at any Higher Education Institution. There is no work or opinion ever written or published by another person, either in part or in full, except those explicitly quoted in this manuscript and mentioned in the citations or bibliography.
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Malang, 20 June 2026



Nilam Ade Syaputri

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In the name of Allah, the Most Gracious, the Most Merciful, I begin by expressing my heartfelt gratitude for the countless blessings and guidance that have made this thesis possible. To Allah SWT, I owe everything for the strength, patience, and inspiration to complete this work. I would like to express my heartfelt appreciation to:

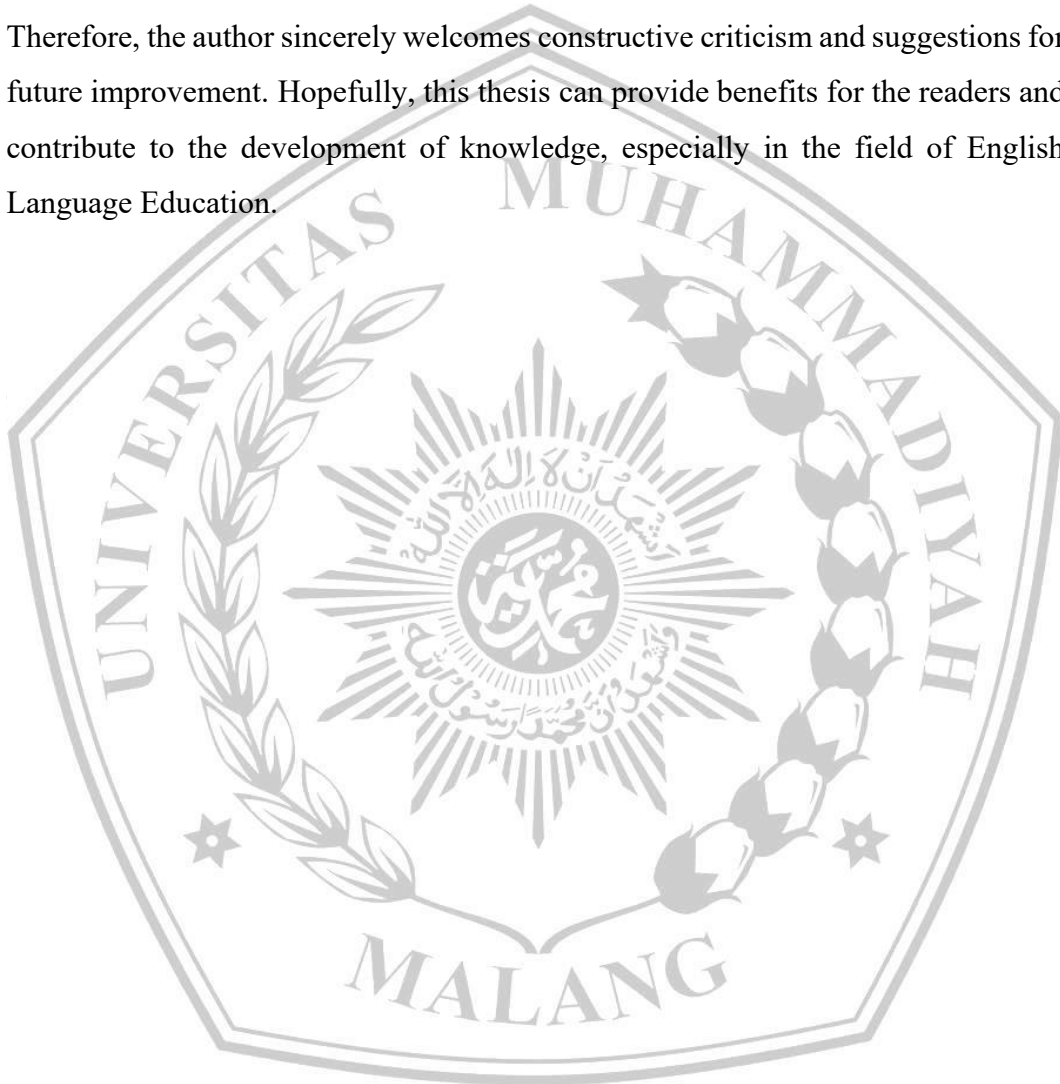
1. I would like to express my profound gratitude to my beloved parents, Bobby and Kartikah, who have been the source of my strength and encouragement throughout this journey. Your love, sacrifices, and prayers have been the foundation upon which I built my success. I am forever indebted to you both for your unceasing support and belief in me. This achievement is dedicated to you.
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The author realizes that this thesis still has limitations and is far from perfect. Therefore, the author sincerely welcomes constructive criticism and suggestions for future improvement. Hopefully, this thesis can provide benefits for the readers and contribute to the development of knowledge, especially in the field of English Language Education.



**EXPLORING RESPONSIBILITIES AND OBSTACLES OF ROOM
ATTENDANTS IN GUEST SERVICE AT ONSEN RESORT BATU**

ABSTRACT

This study explores the responsibilities and obstacles of room attendants in delivering guest service at Onsen Hot Spring Resort Batu. The study is guided by two research questions: What are the responsibilities of room attendants in guest service? And What obstacles do they face? A qualitative case study approach as employed, with data collected through open-ended questionnaire and semi-structured interviews involving four room attendants (P1 – P4). The findings for RQ1 reveal that room attendants' responsibilities cover two areas: (1) operational service, which includes maintaining cleanliness, neatness, and comfort of guest rooms by cleaning rooms and bathroom, preparing beds, replenishing amenities, and checking room facilities; and (2) interpersonal service, which involves professional attitude and behavior such as neat and professional appearance, honesty, politeness, courtesy, and responsiveness as supporting in carrying out these responsibilities. The findings for RQ2 identify four key obstacles: (1) back-to-back arrivals, which creates time pressure and requires rooms to be prepared quickly without reducing service standards; (2) time management, this can cause the room attendants to rush the cleaning process; (3) language barriers when interacting with international guests; and (4) busy periods demand strong teamwork and coordination, as attendants must rely on mutual support to maintain workflow. Overall, the study concludes the guest service delivered by room attendants depends on consistent operational performance and professional behavior, while being challenges by back-to-back arrivals, time management demands, language barrier, and coordination pressures.

Keywords: *Room Attendant, Guest Service, Responsibility, Obstacle*

Advisor

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