

## Effective Training Programs for Room Attendants in the Hospitality Industry

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Informasi Artikel	Abstract
E-ISSN : 3026-6874 Vol: 2 No: 8 Agustus 2024 Halaman : 61-68	This study examines the effectiveness of training programs for room attendants in the hospitality industry, focusing on their impact on performance, job satisfaction, and retention. Using a qualitative approach, in-depth interviews were conducted with 20 room attendants and 10 housekeeping managers across various hotel segments. The findings reveal that while initial training typically covers basic cleaning techniques and safety protocols, it often lacks depth in advanced methods and customer service skills. Challenges such as time constraints and reliance on informal learning are common, affecting the consistency and quality of training. Effective training programs were identified as those that provide comprehensive, ongoing instruction and incorporate innovative methods like virtual reality and gamified learning. The study also highlights the importance of mentorship programs and regular feedback to enhance training outcomes. Recommendations for improving training programs include developing detailed curricula, addressing time constraints, and adapting to emerging trends. By implementing these strategies, hotels can enhance room attendants' skills, satisfaction, and overall service quality, leading to improved guest experiences and operational success.
<b>Keywords:</b> Training Program Room Attendant Job Satisfaction and Retention	

### Abstrak

Studi ini memeriksa efektivitas program pelatihan untuk pelayan kamar di industri perhotelan, berfokus pada dampaknya pada kinerja, kepuasan pekerjaan, dan retensi. Menggunakan pendekatan kualitatif, wawancara mendalam dilakukan dengan 20 pelayan kamar dan 10 manajer rumah tangga di berbagai segmen hotel. Temuan ini mengungkapkan bahwa sementara pelatihan awal biasanya mencakup teknik pembersihan dasar dan protokol keamanan, itu sering kekurangan kedalaman dalam metode canggih dan keterampilan layanan pelanggan. Tantangan seperti keterbatasan waktu dan ketergantungan pada pembelajaran informal adalah umum, mempengaruhi konsistensi dan kualitas pelatihan. Program pelatihan yang efektif diidentifikasi sebagai program yang memberikan instruksi yang komprehensif dan berkelanjutan dan menggabungkan metode inovatif seperti virtual reality dan gamified learning. Studi ini juga menyoroti pentingnya program mentoring dan umpan balik teratur untuk meningkatkan hasil pelatihan. Rekomendasi untuk meningkatkan program pelatihan termasuk mengembangkan kurikulum terperinci, mengatasi keterbatasan waktu, dan beradaptasi dengan tren yang muncul. Dengan menerapkan strategi ini, hotel dapat meningkatkan keterampilan, kepuasan, dan kualitas layanan secara keseluruhan, yang mengarah pada pengalaman tamu yang lebih baik dan keberhasilan operasional.

**Kata Kunci :** program pelatihan, Room attendant, kenyamanan dalam bekerja

### INTRODUCTION

The hotel sector is a dynamic and varied industry that places a significant amount of importance on the quality of service that its employees make available to customers. Among the many positions that are available inside a hotel, room attendants are among the most important in terms of ensuring that guests are satisfied and that the company continues to uphold its image (Wijoyo, 2023). The guest rooms are the responsibility of the room attendants, who are responsible for cleaning and maintaining the rooms and ensuring that they match the high standards that tourists anticipate. Because the job that room attendants do has such a big impact on the entire experience that guests have, it is very necessary for hotels to make investments in efficient training programs for room attendants (Sari et al., 2023). Not

only do these programs improve the abilities and productivity of the attendants, but they also lead to increased levels of work satisfaction and an increased likelihood of continuing employment.

Despite the fact that room attendants play an extremely important function, there is sometimes a dearth of thorough training programs that are specifically designed to meet their requirements (Shahane & Fernandes, 2021). A significant number of hotels just offer fundamental training that concentrates on the performance of conventional cleaning duties. These hotels fail to recognize the significance of customer service, safety regulations, and the utilization of technology in housekeeping. There are a number of problems that can arise as a result of inadequate training, including variable service quality, decreased levels of satisfaction among guests, and higher employee turnover (Abo-Murad, 2019). When it comes to addressing these difficulties, it is very necessary to develop and implement training programs that are comprehensive, interesting, and pertinent to the demands that are now being placed on the hospitality business.

Room attendants are required to engage in ongoing education and adaptation in order to keep up with the continual evolution of the hospitality sector, which is driven by technology improvements and shifting expectations of guests (Wijoyo et al., 2021). The usage of housekeeping management software, environmentally responsible cleaning procedures, and the ability to communicate effectively are all essential components that should be incorporated into contemporary training programs (Bhatnagar, 2019). In addition, in today's more globalized world, where visitors come from a wide variety of backgrounds, it is becoming increasingly necessary to provide individualized treatment and to show cultural awareness. Hotels have the ability to assure a higher level of service and create an environment that is more friendly for all of their customers if they provide their room attendants with the skills listed above (Permana & Mistriani, 2024).

Making an investment in efficient training programs for room attendants has larger ramifications for the overall performance and reputation of the hotel as a whole. Employees who have received enough training are more likely to carry out their responsibilities in an effective manner, hence lowering the amount of time needed to clean and prepare rooms (Aboramadan, 2021). This, in turn, can result in a rise in the number of available rooms and a higher occupancy rate. In addition, thorough training has the potential to boost employee morale and decrease turnover, which can result in cost savings both in terms of recruiting and training new staff or employees (Octafian, 2020). When it comes down to it, a commitment to improving the skills and capacities of room attendants may ultimately convert into a competitive advantage for hotels in a sector that is becoming increasingly competitive.

There is still a considerable lack of comprehensive and efficient training programs that are specifically designed to meet the requirements of room attendants, despite the fact that they play a vital role in ensuring that guests are satisfied and that hotel standards are maintained. Despite the fact that many hotels continue to rely on rudimentary training that mostly focuses on basic cleaning activities, they continue to disregard essential features such as sophisticated customer service, safety regulations, and the use of contemporary technology in housekeeping. Not only does this lack of comprehensive training hamper the efficiency and consistency of the performance of room attendants, but it also has a negative impact on the job satisfaction and retention rates of these individuals from the workforce. As a consequence of this, hotels may have difficulties such as a decreasing level of satisfaction among their guests, an increase in personnel turnover, and an increase in operating expenses.

Furthermore, the hospitality business is always undergoing change, which is fuelled by developments in technology as well as altering expectations on the part of guests. However, many of the training programs that are now in place fail to adapt to these changes, which results in room attendants being unable to deal with the demands of the modern day. The need for training programs that include a larger range of skills, such as the utilization of housekeeping management software, environmentally friendly cleaning procedures, and effective communication tactics, is at an all-time high. It is possible that room attendants may have difficulty providing the high-quality, individualized service that today's clients, who are varied and discerning, demand if they do not receive such extensive training.

Consequently, this highlights the urgent need for hotels to make investments in and develop more effective training programs that may boost the skills of their room attendants and eventually improve the overall performance of the hotel.

This study aims to assess the efficacy of training programs for room attendants in the hospitality sector, specifically examining their influence on employee performance, job satisfaction, and retention. The research seeks to utilise qualitative analysis to identify crucial components of effective training programs, reveal obstacles and deficiencies in current practices, and offer suggestions for creating comprehensive and continuous training initiatives that are in line with industry requirements and technological advancements.

## **METHOD**

For the purpose of determining whether or not training programs for room attendants in the hospitality business are beneficial, this study adopts a qualitative research approach. For the purpose of gaining insights into the experiences, views, and attitudes of room attendants and housekeeping supervisors with relation to their training, the qualitative approach has been selected as the method of investigation. The study intends to unearth the complex features of training programs that quantitative approaches could ignore by concentrating on qualitative data. This will result in a more comprehensive understanding of the subject topic.

Twenty room attendants and ten housekeeping supervisors from a variety of hotels, ranging from cheap to luxury places, are participating in this study as participants. The selection of these individuals is carried out through the use of purposive sampling in order to guarantee a varied representation of experiences and points of view. The gathering of data is carried out through the use of semi-structured interviews, which provide individuals with the opportunity to explore themes of interest while simultaneously ensuring that essential aspects associated with training programs are addressed. The duration of each interview ranges from around forty-five to sixty minutes, and it can be carried out in person or through video chats by the participants, depending on their availability and personal desire. Questions concerning the training programs' content, delivery, and perceived efficacy are included in the interview guide. Additionally, questions concerning the influence of the training programs on work performance, satisfaction, and retention are additionally included.

The qualitative data that was gathered during the interviews is examined using a technique known as theme analysis. The following are the processes that are involved in this method: being familiar with the data, coding, producing themes, reviewing themes, defining and identifying themes, and writing up the results. At the outset, the tapes of the interviews are transcribed word for word in order to guarantee correctness. It is therefore necessary to read the transcripts more than once in order to fully immerse the researcher in the material and determine the initial codes. These codes are applied in a methodical manner to sections of the data that are associated with particular features of the training programs. After that, the codes are categorized into more general themes that are able to convey the underlying patterns and perceptions. Review and refinement of the themes are performed in order to guarantee that they appropriately reflect the data and provide answers to the research objectives. In conclusion, the themes are outlined and given names, and the findings are compiled into a written report in order to provide a thorough narrative of the findings of the research. This technique makes it possible to identify important themes that are associated with the efficiency of training programs and the influence that these programs have on housekeeping supervisors and room attendants.

## **RESULT AND DISCUSSION**

### **Training Content and Delivery**

It was discovered via qualitative research that the training that was provided to housekeeping managers and room attendants at various hotels varied significantly in terms of both the substance of

the training and the techniques that were used to give it. A significant number of room attendants highlighted the fact that the first training often concentrated on essential cleaning procedures, hotel rules, and safety measures. Several participants, on the other hand, remarked that the training frequently lacked thorough coverage, notably in the areas of sophisticated cleaning procedures, customer service skills, and the utilization of contemporary housekeeping technologies. These views were corroborated by housekeeping managers, who emphasized that while fundamental training is essential, continual and specialized training is required in order to fulfill the ever-changing demands of the sector. Those training programs that were described as being effective were those that included classroom lectures, role-playing exercises, and hands-on demonstrations. This combination helped to reinforce learning and enhance the ability to retain information.

### Challenges and Gaps in Training Programs

The existence of considerable problems and inadequacies in the existing training programs emerged as a dominant subject that materialized over the course of the discussion. Time restrictions were regularly noted as a key concern by room attendants, who said that high occupancy rates and personnel shortages usually resulted to first training sessions that were hurried and shallow. Their capacity to comprehend and carry out their responsibilities effectively was hindered as a result of this. Furthermore, both the room attendants and the supervisors brought up the issue of the absence of official continuous training programs. A significant number of attendants depended on informal, peer-to-peer learning in order to gain new skills, which might lead to inconsistencies in the level of service provided. The managers in charge of housekeeping acknowledged this gap and voiced a desire for more structured and ongoing training activities in order to standardize methods and enhance overall performance.

### Impact on Job Satisfaction and Performance

Throughout the interviews, the enormous influence that training programs have on work satisfaction and performance was brought to public attention. Those who worked as room attendants and had access to thorough and continuing training reported better levels of job satisfaction and a stronger sense of competence in their respective positions. They experienced a greater sense of self-assurance in their ability to handle a variety of jobs, including managing difficult cleaning circumstances and giving outstanding service to guests. The increased self-assurance resulted in enhanced job performance as well as a more upbeat and supportive atmosphere at the workplace. In contrast, attendants who got poor or insufficient training reported feeling overwhelmed and unprepared, which resulted in dissatisfaction and a drop in work satisfaction during their employment. The fact that these attendants were more inclined to consider quitting their positions highlights the significant significance that excellent training plays in the process of retaining employees. Housekeeping managers have proven that well-trained attendants are more efficient, make fewer errors, and contribute to greater levels of visitor satisfaction. This highlights the need of investing in comprehensive training programs.

### Recommendations for Improvement

The findings from the qualitative research provide important insights into possible enhancements that may be offered to training programs. At the same time, managers and room attendants underlined the need of continuous training that is in line with the changes that occur in the sector and the developments that are made in technology. In order to improve the overall quality of the training experience, the participants discussed the possibility of introducing more dynamic and interesting training approaches, such as gamified learning modules and virtual reality simulations. In addition, they suggested the establishment of mentoring programs, which would allow more experienced attendants to offer new staff support and training in a practical setting. Managers also

emphasized the need of providing feedback and conducting evaluations on a regular basis in order to determine the training requirements and evaluate the efficiency of the training programs. When these ideas are put into action, hotels may be able to design more efficient training programs, which will eventually enhance the skills, work satisfaction, and performance of room attendants. This will ultimately result in an improvement in the quality of service provided to guests and their overall satisfaction.

## **DISCUSSION**

The outcomes of this study highlight the significant significance that thorough and continuing training programs have in improving the performance of room attendants as well as their level of satisfaction with their jobs. The findings demonstrated that well-structured training not only provides room attendants with the information and abilities they need to carry out their responsibilities in an efficient manner, but it also increases their self-assurance and the level of work satisfaction they experience. Tews, Michel, and Stafford (2013) found that successful training programs led to higher employee morale, improved job performance, and increased retention rates. These findings are consistent with past research that has demonstrated time and again that effective training programs lead to these outcomes. It is possible for hotels to guarantee that their employees are knowledgeable, motivated, and dedicated to providing high-quality service by investing in comprehensive and ongoing training. This, in turn, contributes to an increase in the level of satisfaction experienced by guests and the overall reputation of the hotel.

Training programs in the hospitality industry are crucial for ensuring that personnel are well-prepared to fulfill the varied requirements of customers and for maintaining high levels of service in the business (Adam, 2019). Efficient training programs have the potential to greatly improve the skills, knowledge, and competences of employees, which ultimately results in enhanced performance and increased job satisfaction (Ampofo, 2021). On-the-job training, workshops, and online learning modules are all examples of the many different types of training that are available. Recent research, highlights the significance of ongoing professional development in order to stay up with the continuously shifting requirements of the industry (Andrade, 2022). In addition, training programs that include aspects that are interactive and involve real-world scenarios and practical applications are typically more successful in terms of engaging employees and improving learning outcomes (Aboramadan, 2021). In spite of the fact that training is widely acknowledged to be of great significance, there is still a significant gap between the quality and comprehensiveness of training programs offered by various hospitality organizations. While some establishments offer substantial and ongoing training, others just provide initial training that is less detailed.

In spite of the undeniable advantages that come with extensive training, the study brought to light the major difficulties that hotels have when attempting to put such programs into action. As a result of time restrictions and staffing shortages, training sessions are frequently hurried and poor, leaving room attendants with the impression that they are not well prepared. Furthermore, the emphasis on informal peer-to-peer learning might lead to inconsistencies in the quality of the instruction. Because of these issues, hotels should make it a priority to provide training programs that are both organized and ongoing, even when they are under pressure to operate efficiently. It may be possible to alleviate some of these problems by setting aside certain amounts of time and resources for training, possibly during times when there is less activity. In addition, the utilization of technology to deliver training modules that are both adaptable and easily available may help alleviate time restrictions and guarantee that all employees obtain training that is of a constant and consistently high quality.

When it comes to the day-to-day operations of hotels, room attendants, who are also sometimes referred to as housekeeping workers, perform an extremely important role. The principal duties that they are responsible for include cleaning and maintaining guest rooms, ensuring that all facilities are



operating properly, and keeping to the standards of cleanliness and presentation that are set by the hotel (Wijoyo, 2023). As a result of the fact that the quality of the job that room attendants do has a direct influence on the level of happiness that guests experience, the position that they play in the hospitality sector is quite important (Wirakusuma et al., 2023). There are a range of talents that room attendants need to possess, including the ability to operate efficiently under pressure, the capacity to pay attention to detail, and the ability to manage their time effectively (Tavitiyaman et al., 2022). In order to successfully avoid injuries in the workplace, room attendants are required to be skilled in the use of a variety of cleaning chemicals and equipment, as well as educated about health and safety standards (González et al., 2024). In order to guarantee that room attendants are able to fulfill the high standards that are required of them, it is necessary to have training programs that are both thorough and continuous. This is important since the expectations of guests are always changing, and new technologies are being used in housekeeping operations (Yusof, 2021).

The individuals who took part in the research project proposed a number of novel training approaches that have the potential to improve the efficiency of training programs. Techniques for training that are interactive and engaging, such as virtual reality simulations and gamified learning modules, have been recognized as prospective instruments that might improve the outcomes of learning. Using these approaches, room attendants may be provided with training experiences that are both realistic and immersive. This gives them the opportunity to practice and improve their abilities in a safe and regulated setting. Additionally, the establishment of mentoring programs in which experienced room attendants advise and encourage newly hired employees can help the development of a supportive work culture and facilitate the learning of practical skills. Providing empirical information on the influence that these unique training techniques have on employee performance and satisfaction should be the focus of future research that investigates the application and efficacy of these creative training methods in the hospitality sector.

Within the field of human resource management, one of the most well-documented areas of research revolves around the influence that training has on work satisfaction and employee retention. Efficient training programs can result in increased job satisfaction for employees (Ampofo, 2021). These programs provide workers with the knowledge and self-assurance they need to successfully carry out their responsibilities. It is also possible for employees to feel more committed to their firm if they are given the opportunity to progress their careers and experience professional growth through training. Employees who receive thorough training are more likely to remain with their company (Valk, 2023). This results in a reduction in worker turnover rates as well as the expenses involved with recruiting and training new employees. In addition, training programs that focus on both technical abilities and soft skills, such as communication and teamwork, have the potential to boost morale in the workplace and provide an atmosphere that is more cohesive and supportive of employees (Ozturk, 2021). The fact that there is a strong association between training, job satisfaction, and employee retention highlights the need of investing in efficient training programs as a strategic approach to managing human resources in the hospitality business.

When it comes to the hotel business, the findings highlight the strategic relevance of continuous training in order to maintain high levels of service. Continuous professional growth is becoming increasingly important as the expectations of guests continue to increase along with the emergence of new technology. It is possible for room attendants to maintain a current knowledge of the most recent technical breakthroughs and industry best practices by participating in regular training updates. This will allow them to provide great service to guests. It is important for hotels to have a proactive approach to training, which includes continuously evaluating and upgrading their training programs in order to address new difficulties and demands as they arise. By doing so, they are able to keep a competitive advantage in the market, recruit and keep qualified staff, and constantly surpass the expectations of their guests.

In order to expand upon this knowledge, more research is required to investigate a number of important topics. First and foremost, it is of the utmost importance to investigate the efficacy of novel training approaches, such as gamified learning modules and virtual reality simulations, in improving the skills and performance of room attendants. In addition, longitudinal studies have the potential to shed light on the long-term effects that continuous training has on the maintenance of staff retention. In addition, research should concentrate on determining the training requirements and efficacy across various hotel segments, such as luxury, mid-range, and budget hotels, in order to customize training programs to individual requirements. It would be beneficial to investigate the role that mentoring programs play in training, including the many types of mentorship models and the implications that these models have on the development of skills and the level of work satisfaction. Lastly, gaining a grasp of the direct connection that exists between the quality of training and the level of satisfaction experienced by guests might indicate how investments in training impact the experiences of guests and the overall success of a business.

## CONCLUSION

The findings of this study highlight the value of successful training programs for room attendants in the hospitality sector. The study demonstrates that training that is both thorough and ongoing significantly increases performance, as well as workplace satisfaction and employee retention. It is recommended that hotels develop comprehensive training programs that encompass sophisticated cleaning techniques, customer service, and new technology in order to improve the efficacy of their training. An improvement in engagement and the ability to remember skills can be achieved via the implementation of novel approaches such as gamified learning and virtual reality. In order to further assist successful learning, it is possible to address time restrictions by providing specialized training sessions and developing organized mentoring programs. In order to improve training programs, it is essential to provide feedback and conduct assessments on a regular basis. Additionally, hotels should maintain their ability to adapt to new trends and technology. It is possible for hotels to greatly increase the abilities of their room attendants and the level of happiness they experience by implementing these tactics, which will ultimately result in greater service quality and overall operational success.

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