

ABSTRACT

The word hotel began to be used in the 18th century in London, England. At that time, what was called a hotel was a Garni, a large house equipped with accommodation facilities for daily, weekly or monthly rental. A hotel is a building that provides rooms for guests to stay, food and drinks, as well as other necessary facilities, and is managed professionally to make a profit. The object of research in this research is the results of an internship as a room attendant and order taker in the Housekeeping Department at Courtyard by Marriott Bandung Dago. Courtyard by Marriott Bandung Dago opened on November 1 2017 after changing its name from HolidayInn to Courtyard by Marriott.

Keywords: Courtyard by Marriott Bandung Dago, Works Overview, Housekeeping