

ABSTRACT

This study explores how the role of the Runner Room Attendant is implemented in supporting the operational activities of the Housekeeping Department in the hospitality sector, which plays a crucial role in ensuring the availability of work equipment and the smooth running of the room cleaning process. The Runner Room Attendant plays a role in delivering linens, amenities, cleaning materials, and other equipment needed by the Room Attendant, so that the room preparation process can take place more quickly and effectively. Through a qualitative approach using direct observation and in-depth interviews with Housekeeping staff at a star-rated hotel, this study found that the presence of a Room Attendant Runner significantly improves work efficiency, reduces the Room Attendant's physical burden, and maintains consistent guest service quality. Furthermore, the runner's role supports the efficient management of Housekeeping supplies, thus preventing shortages during operations. Research findings show that the implementation of a well-organized Runner Room Attendant role can increase the overall productivity of the Housekeeping team, improve guest satisfaction, and help achieve hotel standard operating procedures (SOPs). Therefore, the presence of a Runner Room Attendant is not just a complement, but rather a crucial element that supports the smooth operation of Housekeeping activities and is an important key in realizing optimal and professional hotel services, while creating a pleasant stay experience for guests.

Keywords: Runner Room Attendant , Housekeeping, hotel operations, work effectiveness