

Service Quality Evaluation in the Internal Supervision Department and the Level of Customer Satisfaction "Applied Study on Baron Hotel"

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Abstract--- *This study aimed to identify the service quality evaluation provided in the hotel supervision department and its relation to customer satisfaction through the Baron Hotel as a case study. The researchers followed the analytical descriptive method to suit to the nature of the study. The questionnaire was implemented and designed as a tool for collecting data and distributing it to the sample of the study, represented by 86 guests of the Baron Hotel, where the questionnaires were sorted and collected, the questionnaires were valid are (72). The researcher used the statistical methods through (20 SPSS) program. The study come up of several results, including that the sample of the study evaluated , the service provided by the internal supervision department in this hotel in the light of the quality standards of hotel services positively. There were no differences in costumer indication according to income, educational level, age, and marital status. The Baron's internal supervision service leads to customer satisfaction. The study recommended a set of recommendations aimed at developing the service in the hotel supervision department, the most important of which is: The management of the Baron Hotel should work on training the hotel staff in the latest scientific and practical methods and taking into account the possible problems in the hotel supervision department.*

Keywords--- *Quality of Service, Customer Satisfaction, Housekeeping.*

I. INTRODUCTION

Hotel services are still important topics in the now a days, and the importance of almost precede the importance of quality in the products, there have been numerous researches and studies on this subject, especially after the wide commotion of hotel sector in the world , which led the hotel institutions to provide everything that would entertain the customer and to obtain satisfaction by diversifying the services, raising their level and provide all modern services and keep their desire to be the main reason for the success of these institutions and achieve the highest profits , as well as attention to the sections that are directly related to the customers, including service in the hotel management department subject of this research, The importance of this research is come from the topics covered by the level of service in the department of hotel management and the types of services provided by this section, and the problems encountered, and then the satisfaction of customers for those services, which are determined by the comparison of the level of services provided to them with what they actually expected.

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II. THE STATEMENT OF THE PROBLEM

Customer Satisfaction has a top priority in international and local tourism firms, and any service organization as one of the most competitive priorities among service organizations. Satisfaction requires a high standard of services quality, so the problem of the study is to raise the level of service in the hotel management department and improve it to achieve customer satisfaction.

III. RESEARCH OBJECTIVES

The aims of the research is to:

- A. Identify the concept of the services is in the hotel management department
- B. Evaluate the service quality in the department of hotel management and its relation to customer satisfaction
- C. Clarify the services quality in the hotel supervision department and customer satisfaction by focusing on the Baron hotel as case study.

IV. THE METHODOLOGY

The analytical descriptive method was used through the books and scientific sources to cover the theoretical aspect and the questionnaires. In the practical aspect, the questionnaire was used to identify the level of quality of the hotel management department in the Baron Hotel from the customers' point of view and their degree of satisfaction. The collected data has been processed by using SPSS program.

V. THE LIMITATION OF THE RESEARCH

The Spatial limitation: is the Baron Hotel were determined from the first class hotels and the human borders were the customers. The sample size was 86 and 72 were approved, while the time limitation were distributed during the period of (3) months (1, 2 and 3) in 2018.

VI. THE RESEARCH HYPOTHESIS

According to the problem of the research, the researches assumed: The internal supervision service provided at the Baron Hotel ensures customer satisfaction.

VII. THEORETICAL FRAMEWORK

A. Service

1. Service Concept

In the past years of this century, services have not received the attention of people, and all transactions between people have been commodity-oriented and have become increasingly important in the last years of this century. The concept of the existence of rights, which means the need to have both the applicant for the service and the service provider, the origin of the service is the need of a particular party or entity for the benefit of the other party. So the service is a set of activities designed to satisfy the needs and meet the customer's desires.

2. Service Features

The most important characteristic of the service is its character as intangible, as confirmed and agreed upon by most of the specialists. In addition to this property there are several characteristics distinguish these features including:

a. Intangibility

Because the services are intangible, it is impossible for the buyer of the services to feel material (experience, taste or sense of service before using or purchasing).

b. Inseparably

The service can't be separated from the provider or product because they are both complementary, because the provider and the producer are an integral part of the service, which means that personal selling is the only way to market and distribute the services in most cases.

c. Variability

Each unit produced from the service units is relatively variable from the rest of other units, which making it difficult to establish fixed standards and follow them in the production of services and the methods used in some organizations to set standards for services. This just can be done Through the use of the complaints system, the follow-up system, training of employees and survey the views of customers to confirm their satisfaction with the service.

d. Volatility of Demand and Speed of Damage

The Impossibility of storing the services as being perishable and fluctuating in demand from one season to another as is evident in the resorts and coastal chalets.

e. The Seller is Depend upon the Buyer Trusts

The Non-separation of service from the product and non-touch makes the service vendor directly dependent on customer loyalty. Most services are paid for and after they are owned or delivered.

3. Hotel Services Quality

It has been defined as compatibility for customer service or service capacity to meet customer needs as expected, and it has been defined as intangible activities that can be provided independently to meet consumer needs [1].

Where [2] defined it as The difference between the expectations of customers for the service and the perceived service, and therefore the expectations are greater than the performance, the quality is low and if the expectations are greater than the performance, the quality is high [3].

In hotel service, there many hotel organizations want to be the first in providing high quality services acceptable to customers, because it recognized that the quality of the hotel service represents a competitive force among the service organizations and plays a greater role in achieving customer satisfaction and contributing to increasing the market share[4].

Defined it as the difference between the services the customer expected and realized. If the expectations outweigh the actual service delivery to the customer, he will be dissatisfied with them [5].

The hotel quality service reflects the level of service provided to the customer to a level consistent with expectations, and the focus of the organizations to achieve the benefit of the customer and seek to obtain them in order to gain satisfaction and motivation to continue to deal with them, at the same time will be able to achieve the hotel profitability in the medium and long term.

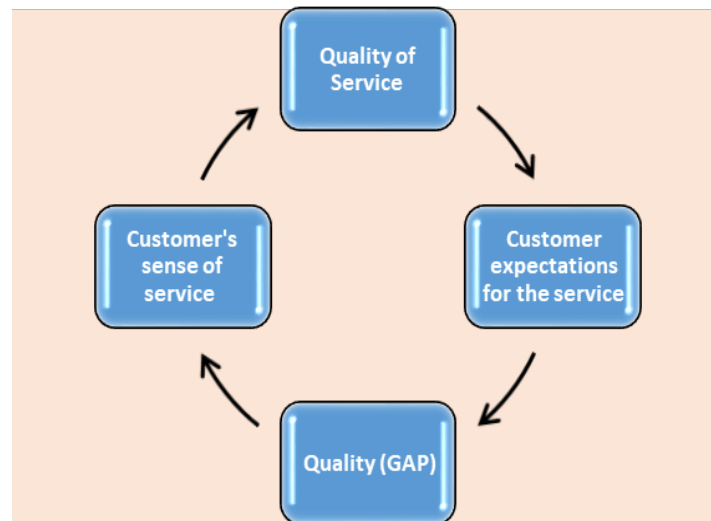


Figure 1: Quality Service Concept [5]

B. Service Quality Dimensions

The satisfaction with quality of service is a comparison between what customers expect and what they get. (Kotler) points out that when the customer gets what he expects, he will be satisfied and if he does not get what he expected he will be unhappy and if he gets more than he expects, he will be happy with the quality of service provided to him [6].

Quality has dimensions represented in: (Safety, reliability, responsiveness, materiality, and empathy) urges reliance on addressing and overcoming the gap by identifying it and organizing a strategy to address and overcome the quality gap [7].

The successful management of the hotel and the room service in particular depends on the dimensions of quality of service when it is presented and work to motivate the employees and pay them to fill the gap with high performance and respond quickly to the requests of guests and to understand and understand the problems they are exposed to and knowledge of objections and treatment.

1. Hotel Service Types

If we want to compare the hotel service with other tourist elements such as food, beverages, transport and other complementary services, we find that hotels and service to customers is characterized by diversity, especially in the major hotels by providing the following services:

- a. Accommodation Service: This hotel service for all grades and all types of accommodation and various types. The customer spends about 40% of his budget on the trip.
- b. Food and beverage service: There are many different restaurants specializing in hotels such as French, Chinese and Turkish, accounting for about 29% of the customer's budget.
- c. Complementary services: These services represent the services provided by the hotel other than the foregoing, such as bank transfers, sports facilities, business services, conferences and other services [8].

2. *Secondly Department of Hotel Management*

Housekeeping means the management of the house and care of cleanliness and beauty, meaning that the exact meaning of the sentence is to keep the house to keep the house, and this word carries in its content a lot for the guest and who wants to achieve the highest degree of satisfaction and acceptance as the hotel for the guest house where he lives Temporary and away from the original home and this comes only by the staff of internal supervision in full to provide outstanding service and tranquility and well-being of the guests. One of the main tasks of the hotel management department is to take care of and clean the guest rooms with the restriction of the privacy of the guest and his comfort and satisfaction by cleaning the rooms and the bathrooms, bed sheets and floors and the arrangement of tables and beds and ensure the safety and readiness of the room to receive and accommodation of the guest, Not only does it clean the rooms but extends to coordinate, clean and arrange other places such as corridors, restaurant areas, front offices, swimming pools, management offices, indoor services and hotel or resort courtyard. Areas used by inmates and requires a measure of hotel management right choice in the recruitment of workers in this section [2]. Therefore, the hotel management is one of the most important sections in the hotel because of its distinct role in the case of completion and implementation of the tasks entrusted to the staff and employees and the resulting satisfaction and conviction of the guest. The role of this department and those who work in it are large and have multiple tasks, all of which aim and aim to achieve the highest level of service to the guest of calm, comfort and cleanliness. And give the guest a wonderful impression and make him aware of the service excellence as if he was in his home sense of the atmosphere of familiarity. This is now an important factor for the success of this department in its work.

3. *Characteristics of Service in Hotel Management Department*

The characteristics of the service in the hotel management department are not different from the general characteristics of the services, it's represents in:

- a. The problem is not to touch the service, therefore it is difficult to imagine mentally, which often lead to inaccurate knowledge of the result in advance, and in order to overcome and avoid these problems it is necessary to look for quality standards for services [9].
- b. The second is the correlation in the sense that the beneficiary cannot be separated in most cases during the service.
- c. Inconsistency: i.e., the variation in services to be based on competence and skill, as well as the place and time of submission [10].

- d. Non-owned service: In the sense that the service does not own or transfer ownership from the provider to the consumer when agreed upon, but the hotel service has other characteristics, including speed in performance and demand is not subject to delay.
- e. Inability to store: It cannot be stored as long as it is not concrete.

4. *Special Services offered by some Guest Hotels*

There are some hotels and resorts offering (babysitting services) within the rooms and the rules and instructions for work are determined. Through these instructions, guests are booked to get a babysitter. In some hotels, babysitting services have the right to confirm the number of snails required according to certain rates and accounts. At Atlantis Hotels & Resorts, in Dubai is based on: Children over 36 months (3 years) = 1 babysitter: 2. Children under the age of 36 months (less 3 years) = one babysitter [4].

Prices shall be determined by the type of family booking, duration of stay and the number of hours required to serve the children. The pool shall be qualified to serve the children through the mama and its knowledge and training to act in emergency situations such as first aid and CPR to take care of children and give them maximum comfort and attention. It also provides a babysitting service for their child / children outside the resort or hotel. And many hotels are interested in providing other types of important events that focus on serving the children of guests in hotels by providing a games area where children play various games within them for entertainment and important minds and commensurate with their ages and to unleash their minds and small imagination, through the supervision A specialized staff to care for such a class of children. It may also provide other activities such as painting tools and accessories and paper forms, taking into consideration that each child has the opportunity to express his or her potential. In some important hotels there is an integrated family program that includes a special service menu such as changing tables in public baths, several children's television sets, children's beds, story books, children's stories, a special pillow with varied fees, beautiful shapes and colors, and many important services aimed at the comfort of the guest and his family throughout the period. Their stay.

5. *Women's Service*

In the midst of the growing competition in the international hotel industry, the distinguished hotels seek not only to provide the finest hotel services but to diversify them and create more and distinguish them from other hotels, such as providing modern and distinctive services that match the desires of all categories of guests. The programs they provide are advertised under the service to provide special services for women to reach their satisfaction. For this reason, the hotel establishments used the specialists to conduct studies regarding the behavior of the guest and problems or errors that may be subjected to and try to address them, as well as knowledge of the guest's feeling about the services provided after the visit. In order to provide the service providers with appropriate information on the current level of performance and the degree of satisfaction of consumers and their satisfaction with the accommodation and the level of services provided to them, which helps to develop the tourism product permanently and influence the decisions of purchase for them in the future [11].

6. *Problems Facing Hotel Management Department*

Each activity has its own problems. There is no work without difficulties or obstacles. The administration must

take the required procedures and solutions to ensure that it is solved and not repeated in the future.

- a. The closure of tourism as a result of the presence or occurrence of irregularities or damage to public health as a result of non-compliance with the terms of license, which leads to the issuance of a decision to close the hotel by the relevant authorities, so the need to follow the instructions for that.
- b. Problems that occur as a result of dealing with suppliers due to non-compliance with the dates of processing or non-conformity of materials processed with the agreed specifications. There are differences between the inmates due to the misconduct of some of them, resulting in the Department's speed of action and calm the situation and develop and find solutions appropriate to the parties.
- c. Non-discipline of employment as an example of not being on time or not responding to requests of guests or responding in an inappropriate manner in such cases should seek to calm the customer and provide an appropriate apology and to direct the punishment of the violator of the workers.
- d. The problem of moving guests from their rooms to other rooms due to urgent circumstances [12].

7. *Relationship of Service Quality in the Department of Hotel Supervision with Customer Satisfaction*

(Satisfaction leads to quality) Previously this was the prevailing, but proved to many researchers and specialists of the words of this phrase and the right is the quality lead to satisfaction quality is aimed at improving the level of service to achieve customer satisfaction, it has become successful hotel enterprises are taking the guests in In the design and development of its services through continuous assessment [13]. This is reflected automatically in all sections produced and non-produced in the hotel as in the subject of our search, in the Management Department of Hotel reflects the level of service on the satisfaction of the guest clearly because the service provided in this section is directly face to face, it must be the service provider in this section Characterized by fast service, automatic and safety.

VIII. SATISFACTION WITH THE SERVICE

The focus and concentration of service providers in the hotel management department is to provide service to all guests of all classes. Because of the need for any hotel to continue the influx of visitors and frequent visits, and this will only be generated if customers satisfied with the service provided. Most guests appreciate the effort made by service personnel, while some of them find it difficult to appreciate. Therefore, each case must be dealt with in accordance with its acceptance of the service (convinced or unconvinced) with great interest in order to reach the best way with the guest regardless of his / her status [14].

Kotler Reza define the satisfaction that it was the feeling that the customer was pleased or unhappy to compare the performance of the product with the expectations of the customer, as Hall Reed defined it as a degree of customer awareness of the effectiveness of the organization in delivering the product that meets the needs and requirements of the customer [15].

Thus, customer satisfaction can be achieved in a number of directions, including:

- a. The high level of service performance provided.
- b. The possibility of service provided to satisfy the needs and desires of the customer.

- c. Service performance exceeds customer expectations.
- d. Customer's freedom of choice and differentiation between services [16].

IX. WHAT DISTINGUISHES THIS STUDY FROM OTHERS?

This study is a continuation of previous relevant research and studies, which covered relevant topics such as safety, reliability, empathy, responsiveness, and material requirements.

But this study did not find a cross-sectional study (the evaluation of the quality of service in the department of hotel management and the level of customer satisfaction for them, "an applied study on the Baron Hotel", this study is distinguished from previous studies and research to the knowledge of the researcher:

- a. After a thorough investigation of previous studies, it was found that this study is the first of its kind in this field in Arabic research and thus it is complementary to the subject, quality of service in the hotel management department in a more technical, broader and comprehensive manner.
- b. This study focused on the quality of service in the department of hotel management and its objectives, and its advantages and impact on the satisfaction of guests in the hotel.
- c. The researcher believes that this study will be a qualitative addition in the field of service in the department of hotel management in general and on the satisfaction of guests and customers in particular.

X. APPLICATION FRAMEWORK

The Baron Hotel is one of the leading hotels in Iraq. It is located in the holy city of Karbala. It was opened in 2016 by Dubai-based hotel management company Dreishak. The hotel consists of 18 floors and 273 rooms consisting of rooms (standard, deluxe, double, triple, A small suite, an average suite (two rooms) and a number of restaurants and cafés (Pakistani restaurant, Indian restaurant, Lebanese restaurant, Iraqi restaurant, Iranian restaurant, 2 buffet restaurants) In three halls for events, conferences and meetings are (Babel Hall, Basra Hall, Lighter Najaf) It is possible to open three halls and make it one big hall nine almost 600 invited, as there is in the roof of the hotel building heliport, working in this hotel 225 workers and staff and a functional specialist in the hotel industry cadres variety (Iraqi, Egyptian, Pakistani).

A. Methodological Procedures for the Field Study

1. The Population and Sample of the Study

The population of the study is represented by the customers who come to the Baron Hotel, whether they are individuals or families. The questionnaire was distributed to customers during the last week of January and the first week of March. 2018.

2. Identification of the Sample of the Study

Due to the instability of the Baron Hotel's customers, the questionnaire were distributed to a random sample of customers residing during the survey was conducted with the assistance of the receptionist, as the most affected by the level of quality of service provided in the hotel. The sample size was 72 customers, 86 samples were distributed, 72 valid forms were returned for statistical analysis, 14 were excluded due to incomplete data, i.e. 77.78%.

3. Data Collection and Statistical Analysis Tools

The questionnaire is one of the most widely used methods of data collection, so a questionnaire was designed for the Baron Hotel customers, in order to identify their assessment of the quality of the hotel management service provided to them. The form consists of two parts:

Part One

Covers the questions related to the demographic and personal characteristics of the sample of the study refer to: gender, age, educational level, monthly income.

The Second Part

This section covers twenty questions that reflect the five basic criteria of quality of service, which are concrete, dependability, responsiveness, safety and empathy. The words are distributed as follows:

1. The words 1 to 8 refer to the palpable criterion
2. The term 9 to 13 refers to the reliability criterion
3. The term 14 to 18 refers to the standard response
4. The term 19 to 22 refer to the safety standard.
5. The term 23 to 25 refers to the standard of empathy
6. The Likert ladder was used to evaluate the variables of the second part, which consists of five degrees ranging between 1 and 5, where grade 1 indicates strongly agreed, 2 agreed, 3 neutral, 4 disagreed and 5 strongly disagreed, and the scale is divided into three areas to determine the degree of evaluation as follows:
 - a. From 1 to less than 2.5, represents the degree of approval and satisfaction is low.
 - b. From 2.5 to below 3.5 represents the degree of approval and satisfaction medium
 - c. From 3.5 to 5 represents high degree of approval and satisfaction.

Methods of Statistical Analysis

To address the data collected, the SPSS program used the statistical package for social sciences. The following statistical methods were used in addition to evaluating the services provided to them in terms of each of the five evaluation criteria, standard deviations, to assess the degree of dispersion of the response values of the sample members from the arithmetic mean.

The statistical analysis will describe the characteristics of the study sample and descriptive analysis of the responses of its members as follows:

- Description of the characteristics of the study sample:

The first section was used to illustrate the demographic and personal characteristics of the study sample members, namely:

Sex, age, educational level, monthly income, employment.

Table 1: Frequency and percentage and Chi² of the responses of the research sample on the first axis: - Dependency (reliability) when dealing with the services provided by the Department of Hospitality Supervision Chi² at (0.05)-9.49

Statement	Strongly agree	agree	Neutral	disagree	Strongly disagree	frequency	%	order	Chi ²
The hotel is a five star hotel with its diverse services and culture of its employees	14	22	17	14	5	242	67.2	2	10.6
You find what you expected from the hotel services I got.	15	14	7	22	14	210	58.3	3	7.9
You find that the services provided by the hotel management department are a source of confidence	14	5	22	17	14	204	56.7	4	10.6
The employees of the hotel supervision department are keen to provide high quality services.	32	14	10	7	9	269	74.7	1	28.7

The table shows the responses of the research sample on the fourth axis of the response (presentation help for guests and quick service) the percentages ranged between 61.4% and 63.3%. Chi² came not significant to all statements.

Table 2: Frequency and percentage and Chi² of the responses of the research sample on the second axis: - (reassurance) when dealing with the services of the Department of Internal Oversight in Hotels Chi² at (0.05)-9.49

Statement	Strongly agree	agree	Neutral	disagree	Strongly disagree	frequency	%	order	Chi ²
1 - You find that the hotel uses the latest machines and equipment in the provision of services.	29	22	11	9	1	285	79.2	1	34.1
2. The bedrooms have a high standard of quality and well-being of the hotel service consumer.	14	16	15	12	15	218	60.6	3	0.6
3 - The customer enjoys in the room by all means of technology such as the Internet, television and telephone	9	8	6	22	27	166	46.1	4	24.8
4 - The bathroom of the room is characterized by permanent cleanliness and equipped with the best means of shampoos and towels that are clean.	23	26	6	10	7	264	73.3	2	24.5

The results of the research sample on the fifth physical axis (equipment, furniture and workers) show that the percentages ranged between 65.8% and 76.9%.

Chi² was a function of the third term and in the direction of the response b was strongly agreed
 Chi² was a function of the fourth term and in the direction of the response b was strongly agreed
 While Chi² is not indicative of the first and second expressions

Table 3: Frequency and percentage and K2 of the responses of the research sample on the third axis: - Sympathy (understanding and attention to the beneficiaries) when dealing with hotel services Chi² at (0.05)-9.49

Statement	Strongly agree	agree	Neutral	disagree	Strongly disagree	frequency	%	order	Chi ²
In room service there is a noticeable interest in providing the needs of the guests of the women	8	4	9	24	27	158	43.9	4	29.8
You will find that room service staff provide quick and immediate service to hotel guests	18	17	11	19	7	236	65.6	2	7.4
Find both furniture and room contents at the expectation level	17	18	19	7	11	239	66.4	1	7.4
If there is a problem in the room, the response is quick to treat	14	17	9	19	13	216	60.0	3	4.1

The responses of the research sample on the third axis show empathy (understanding and attention to the beneficiaries) when dealing with hotel services. The percentages ranged between 43.9% and 66.4%.

Chi² is a function of the first term and in the direction of the response is not strongly agreed

While Chi² was not indicative of the second, third and fourth expressions.

Table 4: Frequency and percentage and chi² of the responses of the research sample on the Fifth Axis: Responding (providing help to guests and quick service) Chi² at (0.05)-9.49

Statement	Strongly agree	agree	Neutral	disagree	Strongly disagree	frequency	%	order	Chi ²
1 - You find that the staff in the hotel have the ability to deal with customers and respond to them	22	13	9	12	27	158	43.9	4	29.8
2 - find that the staff in the Department of Hotel Management have more than one language for the purpose of understanding and response to deal with different customers	21	14	11	11	7	236	65.6	2	7.4
3 - find that the room service staff provide service to guests immediately	14	17	19	19	11	239	66.4	1	7.4
4. Room service providers are characterized by high culture and distinctive service	11	16	9	15	13	216	60.0	3	4.1

From the table of responses to the research sample on the fourth axis of the response (providing help to guests and quick service), the percentages ranged between 61.4% and 63.3%. Chi² came rolling on all the ferries.

Table 5: Frequency and Percentage and Chi 2 of the responses of the research sample on the Fifth Axis: - Physical (equipment, furniture and personnel) Chi² at (0.05)-9.49

Statement	Strongly agree	agree	Neutral	disagree	Strongly disagree	frequency	%	order	Chi ²
1 - You find that the staff in the hotel have the ability to deal with customers and respond to them	22	13	9	12	27	158	43.9	4	29.8
2 - find that the staff in the Department of Hotel Management have more than one language for the purpose of understanding and response to deal with different customers	21	14	11	11	7	236	65.6	2	7.4
3 - find that the room service staff provide service to guests immediately	14	17	19	19	11	239	66.4	1	7.4
4. Room service providers are characterized by high culture and distinctive service	11	16	9	15	13	216	60.0	3	4.1

The results of the research sample on the fifth physical axis (equipment, furniture and workers) show that the percentages ranged between 65.8% and 76.9%.

Chi² was a function of the third term and in the direction of the response b was strongly agreed.

Chi² a 2 was a function of the fourth term and in the direction of the response b was strongly agreed
 While Chi² is not indicative of the first and second expressions

Table 6: The Significance Differences between the Research Sample of the Questionnaire According to the Gender Variable

<i>Male</i>		<i>Female</i>		<i>T</i>	<i>p-value</i>
<i>Mean</i>	<i>Std</i>	<i>Mean</i>	<i>Std</i>		
12.500	4.272	14.062	3.636	1.646	0.104
13.225	5.116	14.093	4.184	0.775	0.441
12.650	5.475	11.375	4.956	1.024	0.310
12.175	4.829	13.656	6.067	1.154	0.253
14.375	5.172	12.281	4.559	1.798	0.077

According to above table T is non-significant at the level 0.05 for all axes according to gender.

Table 7: ANOVA The Significance of differences between the research samples on the axes of the questionnaire according to the variable of age

According to ANOVA table the F is non-significant at the significance level 0.05.

<i>Source of variation</i>	<i>TSS</i>	<i>df</i>	<i>MSS</i>	<i>F</i>	<i>Sig</i>
Between groups	107.765	3	35.922	2.310	.084
Inside group	1057.513	68	15.552		
	1165.278	71			
Between groups	101.873	3	33.958	1.565	.206
Inside group	1475.238	68	21.695		
	1577.111	71			
Between groups	55.564	3	18.521	.662	.206
Inside group	1903.936	68	27.999		
	1959.500	71			
Between groups	148.770	3	49.590	1.737	.579
Inside group	1941.230	68	28.548		
	2090.000	71			
Between groups	139.403	3	46.468	1.943	.131
Inside group	1626.375	68	23.917		
	1765.778	71			

Table 8: ANOVA the Significance of differences between the Research Sample on the Axes of the Questionnaire according to the variable of educational level

According to ANOVA table the F is non-significant at the significance level 0.05.

<i>Source of variation</i>	<i>TSS</i>	<i>df</i>	<i>MSS</i>	<i>F</i>	<i>Sig</i>
Between groups	47.300	69	23.650	1.460	.239
Inside group	1117.978	71	16.203		
	1165.278	2			
Between groups	27.400	69	13.700	.610	.546
Inside group	1549.711	71	22.460		
	1577.111	2			
Between groups	75.922	69	37.961	1.391	.256
Inside group	1883.578	71	27.298		
	1959.500	2			
Between groups	126.600	69	63.300	2.225	.116
Inside group	1963.400	71	28.455		
	2090.000	2			
Between groups	29.933	69	14.967	.595	.554
Inside group	1735.844	71	25.157		
	1765.778	69			

Table 9: ANOVA The Significance of differences between the Research Sample on the Axes of the Questionnaire According to the Variable of Educational Level According to ANOVA table the F is non-significant at the Significance Level 0.05.

<i>Source of variation</i>	<i>TSS</i>	<i>df</i>	<i>MSS</i>	<i>F</i>	<i>Sig</i>
Between groups	92.669	3	30.890	1.958	.128
Inside group	1072.609	68	15.774		
	1165.278	71			
Between groups	78.188	3	26.063	1.182	.323
Inside group	1498.923	68	22.043		
	1577.111	71			
Between groups	32.353	3	10.784	.381	.767
Inside group	1927.147	68	28.340		
	1959.500	71			
Between groups	17.650	3	5.883	.193	.901
Inside group	2072.350	68	30.476		
	2090.000	71			
Between groups	133.268	3	44.423	1.850	.146
	1632.510	68	24.007		
	1765.778	71			

XI. CONCLUSIONS

After presenting the theoretical side of the study and analysis of the field, a number of conclusions emerged:

1. The satisfaction achieved by the guests has the most important and effective effect in the work of the hotel and its continuation.
2. Guest satisfaction is directly affected by the quality of service they receive in room service, it is necessary that this service is higher than what the guests expect or at least equal to it.
3. The satisfaction of guests in the hotel management department represents the key to the hotel's success, continuity and growth.
4. Non-follow-up workers and training in most cases leads to the result that their performance decreases negatively causing damage to work and then reduce the level of sales
5. Some family needs are not available for room service, such as babysitters, nurseries or children's entertainment, as well as high chairs or menus suitable for their ages, as in most international hotel chains
6. The weakness of the staff in the management of hotel management in terms of languages other than the native speakers, especially English, which makes it difficult to understand the requirements of foreign guests accurately.
7. Lack of important administrative activities in raising the morale of workers such as rewarding the competent employees and encouraging them to develop their activities.

XII. RECOMMENDATIONS

The researchers recommend:

1. Rehabilitation and training of employees in the Department of Hotel Management on a continuous and periodic basis to suit the level of global services and leading

2. The Department of Hotel Management should work to implement the good service to improve the hotel's reputation
3. The introduction of staff specialized courses to acquire more than one language in order to be able to communicate with different categories of guests
4. The management of the hotel urged its employees to respond quickly to the demands of their customers in accordance with the level and type of service.
5. Working to provide all the family demands when the descent and accommodation in the hotel of the needs of concern and the service of children, women and the elderly.
6. Introducing the staff of the Hotel Management Department to the development courses concerned with proficiency in the main languages used or selecting the staff in this department who are proficient in several languages, in order to solve problems in the foreign guest and understand the requirements and requests.

Arranging periodic and continuous programs to reward the employees of the hotel management department material and moral for the efficient and known to the Secretariat in order to raise morale and be motivated to continue the activity and professional high.

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