

IMPACT OF ROOM SERVICE DELAY ON EMPLOYEE SATISFACTION: AN ASSESSMENT

ABSTRACT

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This study explores the causes of food delivery delays in room service at Astoria Plaza Hotel and their effects on employee morale, engagement, and job satisfaction. It identifies key operational challenges, including the absence of a dedicated room service team, increased workload, and poor resource allocation, as primary contributors to delays and staff stress. The dual role of Café Plaza employees, who manage both restaurant and room service operations, adds further strain. The study highlights the need for improved staff training, effective resource management, and a thorough review of operational inefficiencies. Additionally, it underscores the importance of supporting employees' psychological well-being, noting the strong connection between mental health, job satisfaction, and performance. The study ultimately recommends investing in employee development to enhance service quality, boost staff satisfaction, and strengthen the hotel's competitiveness in the hospitality industry. This study adopted a quantitative descriptive research design to investigate the impact of room service delays on employee satisfaction. A purposive sampling method was used to select 20 Café Plaza employees from Astoria Plaza Hotel, all of whom had direct experience with delayed room service deliveries. Data were collected through a structured questionnaire designed to obtain measurable insights into employees' experiences and perceptions regarding service delays. The study found that most employees at Astoria Plaza Hotel were aged 26–35, with equal gender representation and 3–5 years of service. Respondents highlighted the importance of effective communication, prompt meal delivery, and the integration of technology in improving service efficiency and job satisfaction. Major concerns included high workloads, poor interdepartmental communication, and staff shortages, all contributing to stress and burnout. Statistical analysis revealed significant differences in satisfaction levels based on gender, age, and length of service, emphasizing the need for targeted management strategies to enhance employee well-being and performance. To improve room service operations and employee satisfaction at Astoria Plaza Hotel, the study recommends enhancing service speed through better coordination, more efficient elevator management, and the assignment of a dedicated room service team. Furthermore, the implementation of wellness programs, inclusive workplace policies, and an employee recognition or reward system is advised to strengthen staff morale, promote well-being, and elevate overall service quality.

RECOMMENDED CITATION

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