

## **ABSTRACT**

This study aims to describe the cause and effect in the application of action control on inventory control activities which can rise to a potential loss of inventory that may or have occurred at the X Hotel Balikpapan, a four-star hotel with lots of customer because of its strategic location. This study conducted, in order to provide improvements to the application of the action control, which may be considered inappropriate so as to minimize inventory losses that have occurred as well as the existing potential loss of inventory.

This study used a qualitative approach by using interviews, observation, and document analysis. Object used in this study is an entity that is engaged in the hospitality industry, namely X Hotel Balikpapan. Object of research more focused on the Housekeeping Department of the X Hotel Balikpapan.

The study findings suggest that X Hotel Balikpapan management has some weaknesses, such as room boy that not supervised, items that usually are swapped between departments, guest supplies expense exceeding the limit that has been set up by X Hotel, etc. Those problems contained in the application of action control on the inventory control activities of the Housekeeping Department, giving rise to inventory loss that would be a potential loss for X Hotel Balikpapan.

Keyword: Action Control, Inventory Control, Hotel Housekeeping