

TEKNIK PENANGANAN *PUBLIC AREA* DI HOTEL COMO UMA CANGGU PADA MASA PANDEMI

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ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi kelamahan yang terdapat di *section public area* selama 6 Bulan, dari penelitian ini juga termasuk jenis penelitian deskriptif kualitatif, dengan metode wawancara dan dokumentasi dalam pengumpulan data penelitian. Subjek dalam penelitian ini adalah *Excecutive Housekeeper*, *Assistant Excecutive Housekeeper*, dan *Supervisor Public Area* di Hotel COMO Uma Cangu. Peranan *Public Area* sangatlah penting di dalam operasional Hotel, *public area* adalah bagiana dari housekeeping yang menangani kebersihan dan kerapian area umum hotel, dari penanganan kebersihan dan kerapihan area hotel yang sering di kunjungi oleh tamu. Segala macam urusan kebersihan yang berada di kawasan umum dikerjakan oleh *public area*, agar memberikan kesan bersih dan nyaman pada lingkungan hotel dan membuat tamu yang datang memiliki kesan yang baik terhadap hotel. Berdasarkan penelitian yang telah dilakukan maka dapat disimpulkan maka ketersediaan peralatan dan *chemical* di bagian *public area* kurang memadai dan sangat berpengaruh dalam melakukan pekerjaan di setiap harinya maka dari itu perlu adanya penerapan dan perhatian dari *Supervisor Public Area*.

Kata Kunci : Standar Operasional Prosedur (SOP), Kebersihan, Public Area

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ABSTRAC

This study aims to identify the weaknesses contained in the public area section for 6 months, this research also includes qualitative descriptive research, with interviews and documentation methods in collecting research data. The subjects in this study were Executive Housekeeper, Assistant Executive Housekeeper, and Supervisor Public Area at COMO Hotel Uma Cangu. The role of the Public Area is very important in hotel operations, the public area is part of housekeeping which handles the cleanliness and tidiness of the hotel's public areas, from handling the cleanliness and tidiness of hotel areas that are often visited by guests. All kinds of cleaning matters that are in the public area are carried out by the public area, in order to give a clean and comfortable impression to the hotel environment and make guests who come have a good impression of the hotel. Based on the research that has been done, it can be concluded that the availability of equipment and chemicals in the public area is inadequate and very influential in doing work every day, therefore it is necessary to apply and pay attention to the Public Area Supervisor.

Keywords: Standard Operating Procedure (SOP), Cleanliness, Public Area