

**PERAN TRAINEE PADA DEPARTEMEN *FOOD AND BEVERAGE PRODUCTION*
DALAM MENUNJANG KEGIATAN OPERASIONAL DI COURTYARD BY
MARRIOTT BALI SEMINYAK RESORT PADA MASA PANDEMI COVID-19**

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui (1) peran trainee dalam menunjang kegiatan operasional pada departemen *food and beverage production* saat pandemi covid-19, (2) cara yang dapat dilakukan oleh hotel Courtyard by Marriott Bali Seminyak Resort dan Universitas Pendidikan Ganesha (Undiksha) dalam meningkatkan kolaborasi. Penelitian ini menggunakan rancangan deskriptif kualitatif dan menggunakan metode wawancara, observasi dan dokumentasi dalam proses pengumpulan datanya. Subjek penelitian ini adalah trainee di departemen *food and beverage production* dan objek penelitiannya adalah hotel Courtyard by Marriott Bali Seminyak Resort. Hasil penelitian menunjukkan bahwa (2) peran trainee pada departemen *food and beverage production* pada masa pandemi covid-19 yaitu membantu operasional departemen khususnya pada departemen *food and beverage production* dan para trainee mengetahui kegiatan operasional pada beberapa bagian di departemen *food and beverage production*. (3) cara yang dilakukan oleh hotel Courtyard by Marriott Bali Seminyak Resort dan Undiksha dalam meningkatkan kolaborasi yaitu dengan adanya program PKL.

Kata Kunci : Peran Trainee, Kegiatan Operasional, Pandemi Covid-19

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ABSTRACT

This study aims to determine (1) the role of trainees in supporting operational activities in the food and beverage production department during the covid-19 pandemic, (2) how the Courtyard by Marriott Bali Seminyak Resort and Universitas Pendidikan Ganesha (Undiksha) increasing collaboration. This study uses a qualitative descriptive design and uses interviews, observations and documentation in the data collection process. The subjects of this study were trainees in the food and beverage production department and the object of the research was the Courtyard by Marriott Bali Seminyak Resort hotel. The results showed that (1) the role of trainees in the food and beverage production department during the covid-19 pandemic was to assisting departemen operations, especially in the food and beverage production and the trainees were aware of operational activities in several parts of the food and beverage production department. (2) the method used by the Courtyard by Marriott Bali Seminyak Resort and Undiksha hotels in increasing collaboration is the PKL program.

Keywords: *The Role of Trainees, Operational Activities, Covid-19 Pandemic*