

DAMPAK REALISASI STRATEGI HYGIENE DAN SANITASI ROOM ATTENDANT DI MASA PANDEMI FOURPOINTS BY SHERATON UNGASAN

Oleh:

I Made Budi Artana, NIM. 1907031032

Jurusan Manajemen Program Studi Diploma III Perhotelan

ABSTRAK

Housekeeping merupakan salah satu departemen yang ada di hotel dan memiliki tugas dan tanggung jawab atas kebersihan, kerapian, keindahan serta kelengkapan yang ada di hotel. *Room Attendant* sebagai salah satu *section* yang ada di departemen *housekeeping* memiliki tugas atas segala hal yang menyangkut kebersihan, kenyamanan dan keamanan kamar hotel. *Room Attendant* adalah *section* yang paling rentan terhadap kontak langsung baik itu dengan tamu maupun barang-barang lainnya yang ada di kamar hotel terlebih situasi pandemi covid-19. Objek penelitian ini berlokasi di Hotel Fourpoints By Sheraton Ungasan penulisan penelitian ini menggunakan sumber data primer dan sekunder, data diperoleh dengan melakukan wawancara, observasi, buku sebagai referensi, serta penelitian terdahulu sebagai pendukungnya. Situasi pandemi *Covid-19* menyebabkan seluruh perusahaan akomodasi seperti hotel untuk bertahan walaupun tingkat hunian kamar tidak seberapa. Peningkatan hygiene dan sanitasi pun dilakukan dengan perencanaan strategi yang cukup matang oleh pihak *housekeeping* dalam kegiatan operasionalnya tak terkecuali *Room Attendant* agar dapat direalisasikan. Ditetapkannya strategi hygiene dan sanitasi ini menyebabkan beberapa dampak dari realisasi strategi hygiene dan sanitasi ini. Dampak yang dirasakan adalah tingkat kewaspadaan terhadap penularan virus covid-19 dilihat dari penggunaan perlengkapan Alat pelindung diri seperti masker dan hand gloves yang digunakan oleh room attendant, tambahan chemical desinfectan untuk furniture untuk kamar tamu serta jumlah karyawan room attendant yang dibatasi agar tidak berkerumun mematuhi social distancing dan physical distancing. Evaluasi akan selalu dilakukan *Housekeeping* dengan HRD dengan memantau aktivitas staff *Housekeeping* khususnya *Room Attendant*, selalu menjaga hygiene dan sanitasi demi memaksimalkan strategi yang ditetapkan.

Kata Kunci : *Housekeeping*, Room Attendant, Strategi, Hygiene, Sanitasi Covid-19

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ABSTRACT

Housekeeping is one of the departments in the hotel and has the duty and responsibility for cleanliness, tidiness, beauty and completeness in the hotel. Room Attendant as one of the sections in the housekeeping department has the task of all matters relating to the cleanliness, comfort and security of hotel rooms. Room Attendant is the section that is most vulnerable to direct contact both with guests and other items in hotel rooms, especially the COVID-19 pandemic situation. The object of this research is located at the Fourpoints Hotel By Sheraton Ungasan. The writing of this study used primary and secondary data sources. , the data obtained by conducting interviews, observations, books as a reference, as well as previous research as a supporter. The Covid-19 pandemic situation has caused all accommodation companies such as hotels to survive even though the room occupancy rate is not much. The improvement of hygiene and sanitation is also carried out with a fairly mature strategic planning by housekeeping in its operational activities, including Room Attendant so that it can be realized. The establishment of this hygiene and sanitation strategy causes several impacts from the realization of this hygiene and sanitation strategy. The perceived impact is the level of vigilance against the transmission of the Covid-19 virus seen from the use of personal protective equipment such as masks and hand gloves used by room attendants, additional chemical disinfectants for furniture for guest rooms and the limited number of room attendant employees so as not to crowd to comply with social distancing. distancing and physical distancing. Evaluation will always be carried out by Housekeeping with HRD by monitoring the activities of Housekeeping staff, especially Room Attendants, always maintaining hygiene and sanitation in order to maximize the established strategy.

Keywords : *Housekeeping, Room Attendant, Strategy, Hygiene, Sanitation Covid-19*