

Analisis Kualitas Pelayanan Housekeeping Di Hotel Four Points by Sheraton Bali

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ABSTRAK

Penelitian ini dilatar belakangi dari standar pelayanan *housekeeping department* di Hotel Four Points By Sheraton Bali, Ungasan yang masih memiliki permasalahan. Karena hal itu, penelitian ini dilakukan yang bertujuan untuk mengetahui kualitas dari standar pelayanan yang dilakukan *housekeeping department* pada Hotel Four Points By Sheraton Bali, Ungasan. Hasil penelitian menunjukkan bahwa pelayanan *housekeeping department* di Hotel Four Points By Sheraton Bali, Ungasan, sudah memiliki Standar Operasional Prosedur yang baik dan sudah diawasi oleh *leader*, namun masih banyak *staff* hotel yang tidak mentaati prosedur tersebut sehingga terjadi beberapa permasalahan terhadap pelayanan tamu. Lambatnya penanganan *staff* terhadap permasalahan menyebabkan pelanggan merasa kurang nyaman. Namun pihak hotel selalu berusaha untuk memperbaiki permasalahan yang terjadi. Manajemen hotel juga melakukan evaluasi kinerja rutin dari data pemberian pelayanan dan feedback yang berisi opini pelanggan akan pelayanan hotel. Tindakan ini dilakukan agar terciptanya pelayanan yang baik kepada tamu di Hotel Four Points By Sheraton Bali, Ungasan.

Kata Kunci : Pelayanan, SOP, Standar Kualitas

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ABSTRACT

This research is based on the standard of housekeeping department service at the Four Points Hotel By Sheraton Bali, Ungasan which still has problems. Therefore, this research was conducted with the aim of determining the quality of service standards carried out by the housekeeping department at the Four Points By Sheraton Bali Hotel, Ungasan. The results of the research show that the housekeeping department service at the Four Points By Sheraton Bali Hotel, Ungasan, already has good Standard Operating Procedures and has been persuaded by the leadership, however there are still many hotel staff who do not pay attention to these procedures, resulting in several problems with guest service. Staff's slow handling of problems causes customers to feel uncomfortable. However, the hotel always tries to fix the problems that occur. Hotel management also carries out routine performance evaluations by providing service data and feedback containing customer opinions about hotel services. This action was taken to provide good service to guests at the Four Points By Sheraton Bali Hotel, Ungasan.

Keywords: quality standards, SOP, service