

LAMPIRAN

Lampiran 1: Foto Observasi Dan Wawancara Mengenai CHSE



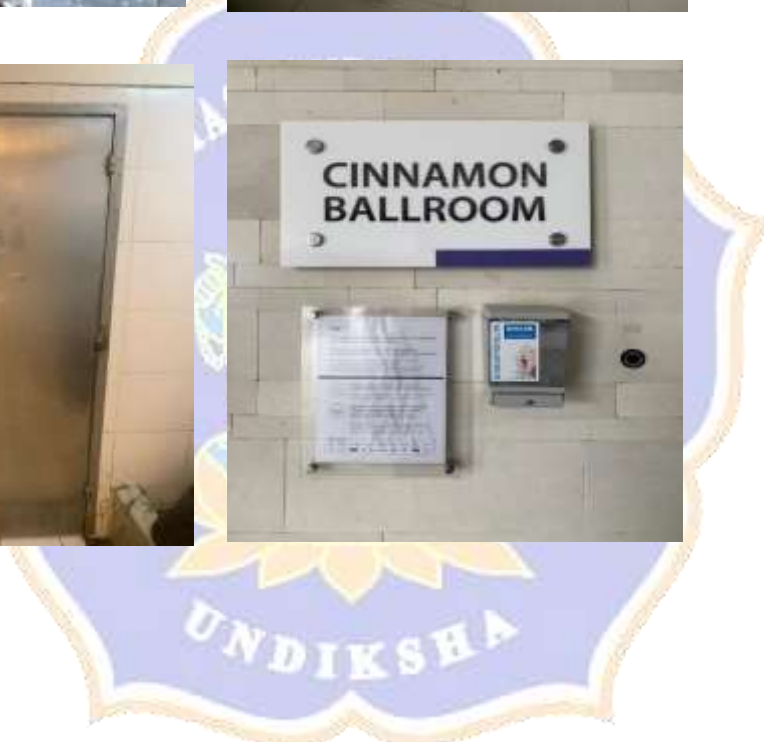
Kegiatan Observasi bersama Learning & development Hotel Holiday Inn resort baruna Bali



kegiatan wawancara bersama supervisor housekeeping

Lampiran 2: Foto Penerapan CHSE Di Hotel Holiday Inn Baruna Bali

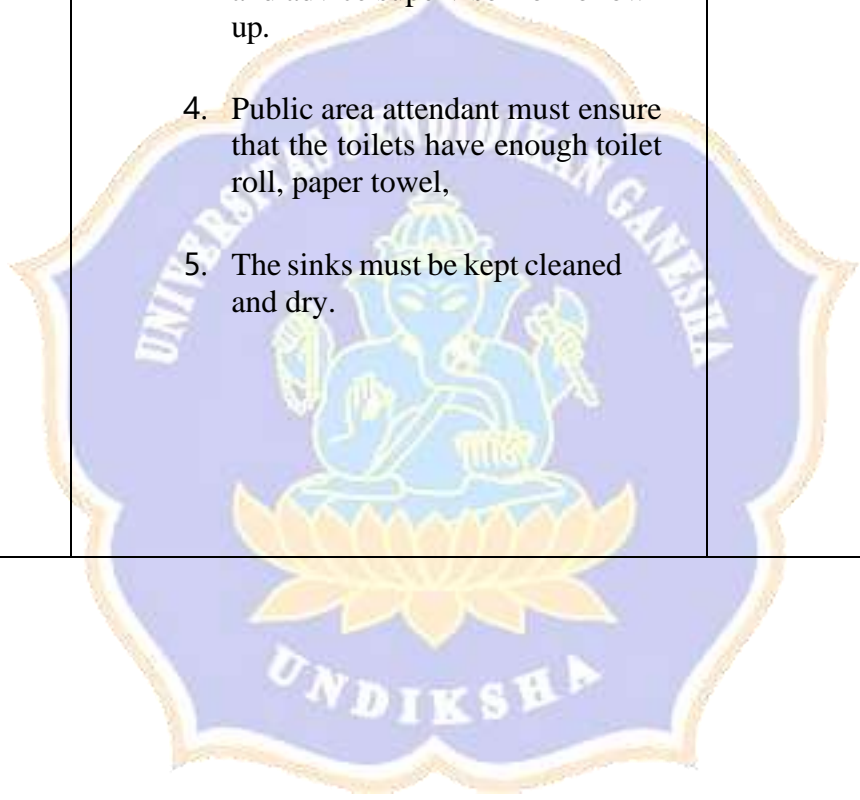




Lampiran 3 : SOP Penerapan CHSE di Hotel Holiday Inn Resort Baruna Bali

WHAT/ STEPS	HOW/ STANDARDS	TRAINING QUESTIONS
<p>1) Preparation</p>	<ol style="list-style-type: none"> 1. PPE 2. Microfiber Clothes (Red, yellow, Blue) 3. PA Trolley and Cleaning Equipment 4. Cleaning, sanitize, Disinfecting Product 5. Hand sanitizer, hand Soap 6. Public Area Check List 	
<p>2) Public Restroom</p>	<ul style="list-style-type: none"> • All Public Area Attendant must be wearing PPE during their duty every day. (See SOP: Personal Protective Equipment) • The purpose of this guidance is outline consideration for hotel regard to the PPE that they consider providing colleagues for safe work practices <ol style="list-style-type: none"> 1. Project Public Restroom are to be deep cleaned at frequently on monthly basis according to scheduled 	<ol style="list-style-type: none"> 1. Mentioned PPE must be used?

	<ol style="list-style-type: none"> 2. AM/PM Public area attendants will continuously maintain the cleaning service and supply all public area restrooms according to established standards, procedure and guidelines. 3. Public area attendant must ensure that all the facilities and fixtures are in good working condition. Any maintenance deficiency must be reported immediately to housekeeping office for ESCAP and advise supervisor for follow up. 4. Public area attendant must ensure that the toilets have enough toilet roll, paper towel, 5. The sinks must be kept cleaned and dry. 	<p>What is microfiber colors and what is the purpose of each color?</p>
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	<ol style="list-style-type: none"> 6. The toilet bowls/urinals and fixtures must be cleaned all the times. 7. The floor must be swept and mop frequently. 8. Walls and doors must be dusted, no smudges. 9. Public area attendant must ensure that all fixtures are clean, sanitize and Disinfecting. 10. Follow IHG 5S cleaning sequence to ensuring that proper equipment is used <ol style="list-style-type: none"> a). use microfiber Red, Blue and yellow. b). Use product Ecolab recommended for cleaning, sanitize and Disinfecting c). Attention with high touch area and key value driver in the room. 11. Must ensure that restrooms have a fresh smell. 12. Any lost and found must be reported immediately to housekeeping office for proper recording and storage. <p>Public area attendant must ensure that cleaning supplies and tools are neatly kept in janitor room. No equipment and supplies are lying around.</p>	
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Lampiran 4: Google Map Review

#	A	B	C	D	E
1	From	nama tema	waktu	lat	long
2	https://www.google.com/maps/@119464604,7957211812,15m data-kind="parent" data-rs="22"> https://www.google.com/maps/@119464604,7957211812,15m	Angela	5 months ago on Google	5/5	Great view! Breakfast review
3	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Shane W. Bennett	6 months ago on Google	5/5	held my wedding party in the garden with a great view of the beach. The weather that day was very good and the
4	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Jim M.	6 months ago on Google	5/5	... swimming... very large view of the beach from the front desk were very patient with us and thoughtful as well. Amazing
5	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Justin W. White	6 months ago on Google	5/5	Stayed 10 nights with our 4 year old. Kids club was AMAZING! My daughter wanted to go everyday!! They even offer
6	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Steve Smith	2 months ago on Google	5/5	... order and beneath the senior chef has a well trained crew and the selection and quality of the meals is amazing
7	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Amy Fontana	6 months ago on Google	5/5	Beautiful friendly helpful staff. It feels as if nothing is too much trouble. Would definitely return.
8	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	IMMA SIMMONS	2 months ago on Google	5/5	Amazing resort with beautiful garden. Heaven in July / Fab area. Tranquility... feels as relaxing in the resort.
9	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Kate Yee	4 months ago on Google	5/5	Staff went above and beyond to make us welcome. Cannot fault the resort. Will stay again!
10	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	John Murray	2 months ago on Google	5/5	... their creations, and it showed in the quality and flavor of the food. ...
11	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Samantha Vase	3 months ago on Google	5/5	... too late to travel to my next stop. Now I wish I could stay here long. The service is amazing. The shower is fantastic
12	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Jessie B.	6 months ago on Google	5/5	Once white linen with choice of fern and soft pillow. The garden room provided was access to the expansive lawn
13	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Gracie McKeown	6 months ago on Google	5/5	Great hotel located close to the beach and the airport. Staff were very friendly and helpful during our stay. Food is
14	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Wesley Nelson	3 months ago on Google	5/5	Never miss the happy hour at pool bar while enjoy my holiday. It was great experience. Thanks alot 🙏
15	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	DR. Deva Ayu Sari	2 months ago on Google	5/5	... because their target market dan wisatawan semua lapisan kelas (Translated by Google)The hotel is comfortable,
16	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	JVN NIN	2 months ago on Google	5/5	... (Translated by Google)Strategic location,
17	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Michael Lane	2 months ago on Google	5/5	... (Translated by Google)I always stay at the holiday Inn Barusa which linear and Dedy provide great customer support and extremely from
18	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Chia Phanna	3 months ago on Google	5/5	... (Translated by Google)Kamar good dan bersih, breakfast cantik dan baik pelayanan sangat memuaskan (Translated by Google)rooms are
19	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Lisa Mungitiana	1 year ago on Google	5/5	... (Translated by Google)great for taking genuine interest in our comfort and needs. All meals exceptional. Facilities are excellent. The p
20	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	Mohammed Fouad	2 months ago on Google	5/5	... (Translated by Google)It was a great restaurant. Good view and nice staff.
21	https://www.google.com/maps/@119464604,7957211812,15m data-kind="ghost">	John Aita	2 months ago on Google	5/5	... (Translated by Google)The hotel is close to the beach, so it's easy for jogging because I like sports. ... the staff is

#	A	B	C	D	E	F
1	waktu	From	Rating	Safety review	nama tamu	
2	6 months	Tripartito	4/5	... the staff was welcoming and friendly. I stayed in a room with a ba		
3	6 months	Google	5/5	... to the expansive lawns and pool. Very responsive staff who quick	Lisa K	I felt nurtured and safe in this lovely hotel.
4	6 months	Google	5/5	... had a great experience with this as our first Bali hotel. Both the ro	Duality Lear	Close to the airport, clean, safe, access to tons of spas, restaurants, and minimarts within walking distance.
5	9 months	Google	4/5	... big groups they can conduct party in the lawn between swimming	Sparkling	The beach water is somewhat clear and it's safe to have a bath.
6	5 months	Google	5/5	... family/ child friendly. Lots of activities and events run by the hotel	Paris Hookham	Food is delicious and safe.
7	1 year	Google	5/5	TOP NOTCH best service from the beginning to end. The service wa	Vetty Zuliefa	Entering the hotel, greeted by the security, bell boys, front office and all staff with big smile on their faces.
8	4 year	Google	5/5	... berwisata 2 aktivitas yg cukup menarik untuk anak2. Sangat rek	Gerawan	Dan juga di belakang hotel ada akses langsung ke pantai bermain yg relatif bersih dan ombaknya relatif aman utk anak2 ber
9	5 months	Google	5/5	... my phone and the 'find my iPhone' app said it would be around th	Selena Boosten	When we arrived at the pool and garden area we asked security guard Ed for help.
10	4 months	Google	5/5	(Translated by Google)A very luxurious hotel, the rooms are spaci	Konang Ariga	Hotel yang sangat mewah, kamarnya luas, bersih rapi halaman luas view ke pantai, pelayanan yg memuaskan pergam
11	6 months	Google	5/5	All the staff are very friendly and helpful. Super strategic location.	Til Debbie Matos	Our family felt very safe to stay in Holiday Inn Barusa. The safety, health protocol and hygiene are one of the best in Bali.



RIWAYAT HIDUP



Ni Kadek Tia Pratiwi lahir di Bebetin pada tanggal 14 Mei 2002. Penulis lahir dari pasangan suami istri yaitu Bapak Nengah Sumenasa dan Ibu Luh Budiasih. Penulis berkebangsaan Indonesia dan beragama Hindu. Alamat penulis yaitu di Banjar Dinas Kusia, Desa Bebetin, Kecamatan sawan, Kabupaten Buleleng. Penulis menyelesaikan pendidikan Sekolah Dasar di SD Negeri 4 Bebetin dan lulus pada tahun 2014, kemudian penulis melanjutkan di SMP Negeri 1 Sawan dan lulus pada tahun 2017. Pada tahun 2020, penulis lulus dari SMKN 1 Sawan pada jurusan Akomodasi Perhotelan dan kini melanjutkan ke perguruan tinggi Negeri di Universitas Pendidikan Ganesha dengan mengambil jurusan Manajemen, Program Studi DIV Pengelolaan Perhotelan. Pada semester akhir tahun 2024 penulis telah menyelesaikan Tugas Akhir yang berjudul “Penerapan Chse Untuk Meningkatkan Guest Satisfaction Di Hotel Holiday Inn Resort Baruna Bali”. Selanjutnya, mulai tahun 2020 sampai dengan penulisan tugas akhir ini, penulis masih terdaftar sebagai mahasiswa program studi DIV Pengelolaan Perhotelan di Universitas Pendidikan Ganesha.