

ANALISIS PELAYANAN *HOUSEKEEPING* DI MASA PANDEMI COVID-19 DI THE WESTIN RESORT AND SPA UBUD

Oleh

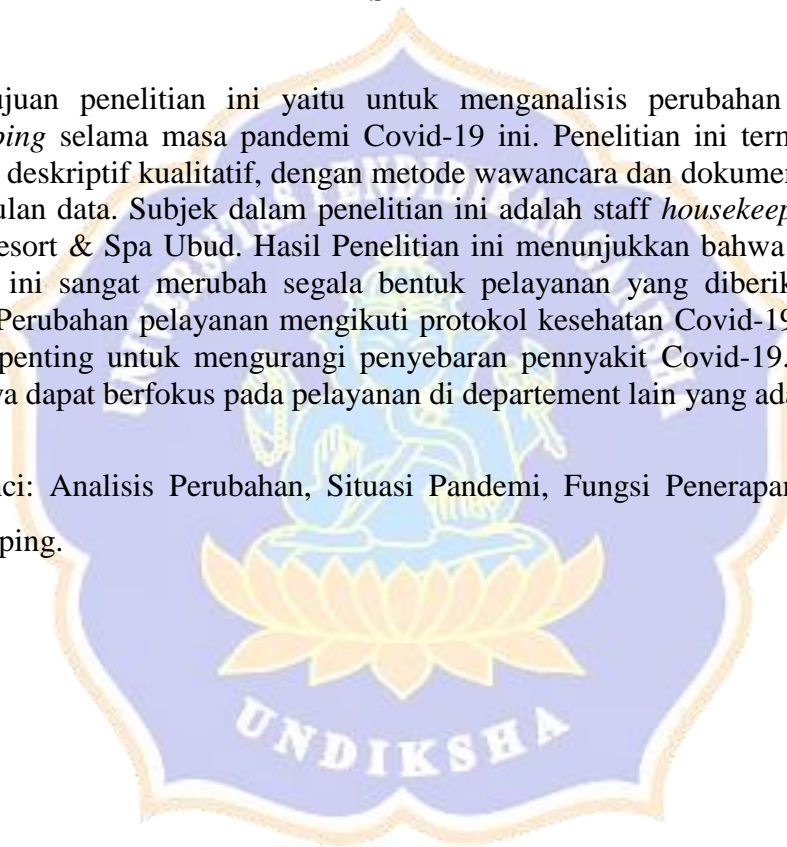
Ni Luh Made Satya Utami Putri, NIM 1807031022

Jurusan Perhotelan Program Diploma III

ABSTRAK

Tujuan penelitian ini yaitu untuk menganalisis perubahan pelayanan *housekeeping* selama masa pandemi Covid-19 ini. Penelitian ini termasuk jenis penelitian deskriptif kualitatif, dengan metode wawancara dan dokumentasi dalam pengumpulan data. Subjek dalam penelitian ini adalah staff *housekeeping* di The Westin Resort & Spa Ubud. Hasil Penelitian ini menunjukkan bahwa (1) Situasi Covid-19 ini sangat merubah segala bentuk pelayanan yang diberikan kepada tamu (2) Perubahan pelayanan mengikuti protokol kesehatan Covid-19 ini sangat berperan penting untuk mengurangi penyebaran penyakit Covid-19. Penelitian selanjutnya dapat berfokus pada pelayanan di departemen lain yang ada di hotel.

Kata Kunci: Analisis Perubahan, Situasi Pandemi, Fungsi Penerapan Protokol, Housekeeping.



ANALISIS PELAYANAN *HOUSEKEEPING* DI MASA PANDEMI COVID-19 DI THE WESTIN RESORT AND SPA UBUD

Oleh

Ni Luh Made Satya Utami Putri, NIM 1807031022

Jurusan Perhotelan Program Diploma III

ABSTRACT

The purpose of this study was to analyze changes in housekeeping services during the covid-19 pandemic. This research used qualitative descriptive approach, in wich interview and documentation employed as data collection methods in data collection. The subjects in this study were housekeeping staff at The Westin Resort & Spa Ubud. The results of this study indicate that (1) the Covid-19 situation has greatly changed all forms of services provided to guests (2) The service change following the Covid-19 health protocol has an important role in reducing the spread of the Covid-19 disease. For the next analys can be focus on the other department in the hotel.

Keywords: Analysis Of Change, Pandemic Situation, Function Of Implementing Protocols, Housekeeping.

