

**STANDARD OPERATIONAL PROCEDURE ROOM ATTENDANT DI HOTEL COMO
UMA CANGGU DI MASA PANDEMI**

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui protokol kesehatan yang di terapkan dimasa pandemi ini dan juga penerapan *standard operational procedure* yang diterapkan di hotel COMO Uma Cangu oleh *room attendant* di masa pandemi ini. Rancangan penelitian yang digunakan adalah deskriptif kualitatif dan metode pengumpulan data yang digunakan adalah observasi, dokumen dan wawancara. Hasil penelitian ini menunjukkan (1) protokol kesehatan yang diterapkan di hotel COMO Uma Cangu sangat baik dan benar sehingga masih banyak tamu yang menginap di hotel di masa pandemi seperti ini (2) penerapan *standard operational procedure* yang diterapkan di hotel COMO Uma Cangu di masa pandemi ini masih belum berjalan dengan maksimal karena terdapat hambatan-hambatan dalam penerapan *standard operational procedure*.

Kata Kunci : *Standard operational procedure, Room Attendant, Pandemi.*

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ABSTRACT

This study aims to determine the health protocols applied during this pandemic and also the application of standard operating procedures implemented at the COMO Uma Cangu hotel by room attendants during this pandemic. The research used is descriptive qualitative and the data collection used is observation, document design and interviews. The results of this study show (1) the health protocol applied at the COMO Uma Cangu hotel is very good and correct so that there are still many guests staying at the hotel during a pandemic like this (2) the application of standard operating procedures applied at the COMO Uma Cangu hotel during the pandemic This is still not running optimally because there are obstacles in the application of standard operating procedures.

Keywords : *Standard operational procedure, Room Attendant, Pandemic*

