

**THE DIFFERENCES BETWEEN THE TRAINEES' TASKS BEFORE AND
DURING THE COVID-19 PANDEMIC AT FOOD & BEVERAGE
DEPARTMENT AT BALI TAMAN BEACH & RESORT LOVINA HOTEL**

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ABSTRACT

The purpose of this study was aimed at identifying the differences between the trainee's tasks before and during the COVID-19 pandemic at Bali Taman Beach & Resort Lovina Hotel. The method used to gather the data is observation. Then data were descriptively analyzed to find out the differences between the trainee's tasks before and during the COVID-19 pandemic at Bali Taman Beach & Resort Lovina Hotel. It was found that there were differences in the tasks of the trainees before and during the COVID-19 pandemic, namely from guest services who had to pay attention to health protocols such as using masks, gloves, and maintaining a distance of approximately 1 meter from guests, cleaning tables that previously only used table cleaning fluid. During the COVID-19 pandemic, it must be changed to disinfectant to clean it to keep it sterile.

Key words: COVID-19 Pandemic, Tasks, Waiter

**PERBEDAAN TUGAS PESERTA PELATIHAN SEBELUM DAN SELAMA
PANDEMI COVID-19 DI FOOD & BEVERAGE DEPARTMENT DI BALI
TAMAN BEACH & RESORT HOTEL LOVINA**

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ABSTRAK

Tujuan dari penelitian ini adalah untuk mengidentifikasi perbedaan tugas peserta pelatihan sebelum dan selama pandemi COVID-19 di Bali Taman Beach & Resort Hotel Lovina. Metode yang digunakan untuk mengumpulkan data adalah observasi. Kemudian data dianalisis secara deskriptif untuk mengetahui perbedaan tugas peserta pelatihan sebelum dan selama pandemi COVID-19 di Bali Taman Beach & Resort Hotel Lovina. Ditemukan adanya perbedaan tugas peserta pelatihan sebelum dan selama pandemi COVID-19 yaitu dari pelayanan tamu yang harus memperhatikan protokol kesehatan seperti menggunakan masker, sarung tangan, dan menjaga jarak kurang lebih 1 meter dari tamu, membersihkan meja yang sebelumnya hanya menggunakan cairan pembersih meja. Selama pandemi COVID-19, harus diganti dengan disinfektan untuk membersihkannya agar tetap steril.

Kata kunci: Pandemi COVID-19, Tugas, Waiter