

# PENERAPAN SOP PANDEMI COMO BEACH CLUB: KENDALA DAN STRATEGI

Oleh

**Ida Ayu Ketut Yogi Adnyani, NIM. 1807031014**

**Jurusian Manajemen**

**Prodi Perhotelan Program Diploma III**

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui penerapan SOP Pandemi Di COMO Beach Club serta kendala yang dihadapi dan strategi yang telah dilakukan dalam menghadapi kendala tersebut. Objek penelitian ini adalah Penerapan SOP Pandemi di COMO Beach Club: Kendala dan Strategi serta subjek penelitian ini adalah *restaurant manager, assistant restaurant manager, supervisor* serta lima orang staff member. Dari hasil penelitian ditemukan bahwa terdapat beberapa kendala yang ditemukan dalam penerapan SOP pandemi diantaranya (1) kurangnya pemahaman terhadap virus, (2) penggunaan masker, (3) penggunaan *hand gloves*, (4) menjaga jarak. Adapun strategi-strategi yang telah dilakukan diantaranya (1)memberikan training, (2)meningkatkan kualitas alat kesehatan, (3) menggunakan *eye smile*, (4)memberikan tindakan yang tegas,(5)memberi fasilitas event.

**Kata Kunci :** Pandemi, SOP, kendala dan strategi

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## **ABSTRACT**

*This study aims to determine the implementation of the pandemic SOP at COMO Beach Club as well as the obstacles faced and the strategies that have been carried out in dealing with these obstacles. The object of this research is the Implementation of the Pandemic SOP at COMO Beach Club: Constraints and Strategies and the subjects of this research are the restaurant manager, assistant restaurant manager, supervisor and five staff members. From the results of the study it was found that there were several obstacles found in the implementation of pandemic SOPs including (1) lack of understanding of the virus, (2) the use of masks, (3) the use of hand gloves, (4) keeping a distance. The strategies that have been carried out include (1) providing training, (2) improving the quality of medical devices, (3) using eye smiles, (4) providing firm action, (5) providing event facilities.*

**Keywords:** Pandemic, SOP, constraints and strategies