PENERAPAN SOP PADA DEPARTEMEN HOUSEKEEPING DI BALI PARAGON RESORT HOTEL SELAMA PANDEMI COVID-19

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ABSTRAK

Penerapan SOP pada departmen Housekeeping selama pandemi Covid-19 di Bali Paragon Resort Hotel. Artikel ini bertujuan untuk mengetahui bagaimana penerapan SOP selama pandemi Covid-19 pada departmen Housekeeping di Bali Paragon Resort Hotel yang berlokasi di Jl. Raya Kampus Unud, Jimbaran, Bali, Kabupaten Badung, Bali 80361. Metode yang dipergunakan yaitu deskriptif kualitatif yang berawal dari pengumpulan data melalui wawancara dan dokumentasi langsung ke hotel. Hasil dari penelitian ini yaitu memastikan bahwa proses penerapan SOP pada department Housekeeping selama pandemi Covid-19 bagi staff maupun training sudah dilaksanakan dengan lancar dengan mengikuti protokol kesehatan yang sudah ditentukan oleh pemerintah seperti mengenakan masker, face shield dan hand glove.

Kata Kunci : Pandemi, SOP, Protokol Kesehatan

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ABSTRACT

Implementation of SOPs for the Housekeeping department during the Covid-19 pandemic at the Bali Paragon Resort Hotel. This article aims to find out how to implement SOPs during the Covid-19 pandemic in the Housekeeping department at the Bali Paragon Resort Hotel, which is located on Jl. Raya Campus Unud, Jimbaran, Bali, Badung Regency, Bali 80361. The method used is descriptive qualitative which begins with data collection through interviews and documentation directly to the hotel. The results of this study are to ensure that the process of implementing SOPs in the Housekeeping department during the Covid-19 pandemic for staff and training has been carried out smoothly by following the health protocols that have been determined by the government such as wearing masks, face shields and hand gloves.

Keywords: Pandemic, SOP, Health Protocol