

ABSTRACT

In this Final Project, the author takes over the title of applying the Covid-19 transition room procedures at the 88 Embong Malang hotel with the aim of knowing the operational standards of handling in handling rooms during the Covid-19 transition. The method in writing this Final Project is descriptive qualitative, where the data obtained are based on company data, and make observations directly to the company, namely Hotel 88 Embong Malang Surabaya. The results of the proper Final Project Writing the application of procedures in accordance with the Covid-19 transition period room procedures at the 88 Embong Malang hotel, making room staff or guests feel safer and more comfortable with the implementation of health protocols that have been improved by the government, and can increase trust and satisfaction. guests over waiters during the covid-19 pandemic.

Keywords: transition, implementation, room availability for the covid-19 pandemic

ABSTRAK

Dalam Tugas Akhir ini penulis mengambil judul penerapan prosedur pembersihan kamar dimasa transisi covid-19 pada hotel 88 embong malang dengan tujuan untuk mengetahui standar operasional prosedur dalam penanganan pembersihan kamar dimasa transisi covid-19. Metode dalam penulisan Tugas Akhir ini deskriptif kualitatif, dimana data yang diperoleh berdasarkan data-data perusahaan, dan melakukan observasi secara langsung ke perusahaan yaitu Hotel 88 Embong Malang Surabaya. Hasil dari penulisan Tugas Akhir yang berjudul penerapan prosedur pembersihan kamar dimasa transisi covid-19 pada hotel 88 embong malang, membuat room attendant ataupun tamu merasa lebih aman dan nyaman dengan adanya penerapan protokol kesehatan yang telah dianjurkan oleh pemerintah,serta dapat meningkatkan kepercayaan dan kepuasan tamu atas pelayan pada saat pandemi covid-19.

Kata kunci: transisi,penerapan, pembersihan kamar pandemi covid-19