

ABSTRACT

The purpose of this paper is to find out the duties of the public area attendant in the era of the covid-19 pandemic at the Grand Mercure Surabaya City Hotel. The author, who on one occasion has carried out field work practice as a public area attendant at the Grand Mercure Surabaya City Hotel, made observations on the duties of the public area attendant during the covid-19 pandemic era at the Grand Mercure Surabaya City Hotel. The author concludes that the duties of the public area attendant in the era of the covid-19 pandemic at the Grand Mercure Surabaya City Hotel were divided into three working groups, namely: morning work groups, afternoon work groups, and evening work groups. Meanwhile, the daily cleaning area by the public area attendant includes: lobby, parking area, spa, employee locker, executive office and housekeeping office, prayer room, meeting room and ballroom, and gym.

Keywords : Duties, Public Area Attendant, Hotel

ABSTRAK

Tujuan dari penulisan tugas akhir ini adalah untuk mengetahui tugas *public area attendant* pada era pandemi covid-19 di Grand Mercure Surabaya City Hotel. Penulis yang pada suatu kesempatan telah menjalankan praktik kerja lapangan sebagai *public area attendant* di Grand Mercure Surabaya City Hotel melakukan pengamatan terhadap tugas *public area attendant* pada era pandemi covid-19 di Grand Mercure Surabaya City Hotel. Penulis menyimpulkan bahwa tugas *public area attendant* pada era pandemi covid-19 di Grand Mercure Surabaya City Hotel, terbagi dalam tiga kelompok kerja yaitu: kelompok kerja pagi, kelompok kerja sore, dan kelompok kerja malam. Sedangkan, area pembersihan secara *daily cleaning* oleh *public area attendant* meliputi: *lobby, parking area, spa, employee locker, executive office* dan *housekeeping office, mushola, meeting room* dan *ballroom*, dan *gym*.

Kata kunci: tugas, *public area attendant*, hotel.