

INTISARI

Hotel merupakan salah satu jenis akomodasi yang dikelola secara komersil yang sangat dikenal oleh masyarakat luas. Setiap jenis kamar di hotel mempunyai karakter dan fasilitas berbeda serta cara penanganan dalam hal *make up room* juga berbeda berdasarkan jenis kamar di hotel. Tugas akhir ini menitik beratkan pada tata cara *make up room* berdasarkan jenis kamar oleh *Housekeeping Department* di Hotel Hyatt Regency Yogyakarta.

Tugas akhir ini disusun dengan metode kualitatif yang menerapkan observasi partisipatoris yang bertujuan mendapatkan informasi dengan cara mengaplikasikan pengamatan berdasarkan pengalamannya ke dalam data langsung dan akurat tentang tata cara *make up room* berdasarkan jenis kamar oleh *Housekeeping Department* di Hyatt Regency Yogyakarta. Pada dasarnya tata cara *make up room* adalah *making bed, stripping, dusting, dummop, moping*. Namun dikarenakan setiap jenis kamar mempunyai karakter dan fasilitas yang berbeda maka berbeda juga dalam *make up room* disetiap jenis kamarnya. Hyatt Regency Yogyakarta mempunyai 5 jenis kamar yang berbeda diantaranya adalah *Standard Room, Regency Club Room, Junior Suite Room, Executive Suite Room* dan *President Suite Room*. Kendala dalam yang dialami dalam melakukan *make up room* diantaranya adalah terbatasnya jumlah *linen* dan *towel*, terbatasnya *aminities* yang tersedia di *Office, Room Attendant* harus *set up trolley* sendiri sebelum melakukan *make up room*, terdapat banyak noda/*spot* pada *linen* dan *towel*.

Merujuk pada tata cara *make up room* berdasarkan jenis kamar di Hyatt Regency Yogyakarta dan kendala yang dihadapi oleh *Room Attendant* dalam melakukan *make up room* dalam penelitian ini, maka kesimpulan yang diperoleh adalah tata cara *make up room* oleh *housekeeping department* di Hyatt Regency Yogyakarta mempunyai perbedaan dikarenakan bedanya karakter dan fasilitas yang tersedia di setiap jenis kamar di hotel Hyatt Regency Yogyakarta

Kata kunci: *Housekeeping, make up room, room attendant, Hyatt Regency Yogyakarta*

ABSTRACT

The hotel is one of the most commercially managed accommodation types that is well known to the public. Each room type in the hotel has different character and facilities and how to handle in terms of make up room is also different based on room type in hotel. This final project focuses on the make up room based on room type by Housekeeping Department at Hotel Hyatt Regency Yogyakarta.

This final project is compiled by qualitative method which applies participatory observation which is aimed to get information by applying observation based on its experience into direct and accurate data about the make up room procedure based on room type by Housekeeping Department at Hyatt Regency Yogyakarta. Basically, make up room procedure is making bed, stripping, dusting, dusemop, moping. However, because every type of room has different character and facilities so different also in make up room in every type of room. Hyatt Regency Yogyakarta has 5 different room types including Standard Room, Regency Club Room, Junior Suite Room, Executive Suite Room and President Suite Room. Internal obstacles in the make up room include the limited number of linen and towel, limited amenities available in the Office, Room Attendant must set up trolley itself before make up room, there are many spots / spot on the linen and towel.

Referring to the make up room procedure based on the room type in Hyatt Regency Yogyakarta and the constraints faced by Room Attendant in make up room in this research, the conclusion obtained is the make up room procedure by housekeeping department at Hyatt Regency Yogyakarta has differences due the difference of character and facilities available in every room type in Hyatt Regency Yogyakarta hotel

Keywords: *Housekeeping, make up room, room attendant, Hyatt Regency Yogyakarta*