

INTISARI

Laporan Tugas Akhir ini mengkaji tentang bagaimana penerapan *New Normal Tourism* dalam sebuah hotel. Penerapan *New Normal Tourism* yaitu dengan menerapkan protokol kesehatan seperti menggunakan masker, menjaga jarak dan mencuci tangan. Tujuan dari penerapan *New Normal Tourism* yaitu mengurangi potensi penyebaran dari *Covid-19*. *Covid-19* adalah penyakit menular yang disebabkan oleh coronavirus. Orang yang terinfeksi virus ini akan merasakan demam, batuk kering dan kelelahan, dan gejala gastrointensial. *Covid-19* ini tersebar ke seluruh dunia, termasuk Indonesia.

Laporan ini disajikan secara deskriptif untuk memberikan informasi tentang pelayanan pada masa *New Normal* dalam divisi *Front Office* suatu hotel. Penelitian dalam tugas akhir ini menggunakan metode penelitian deskriptif kualitatif melalui perubahan tingkah laku para *staff* dalam memberikan pelayanan selama masa pandemi *Covid-19*. Metode pengumpulan data menggunakan observasi, dokumentasi, wawancara dan studi pustaka. Data yang sudah didapat kemudian dianalisis dan disajikan secara deskriptif.

Hasil penelitian menunjukkan bahwa *New Normal Tourism* sudah diterapkan oleh Hotel Amaroossa Grande Bekasi. Tetapi dalam penerapannya masih ada beberapa hal yang perlu diperbaiki seperti diwajibkannya tamu untuk menunjukkan hasil *Swab PCR Test*, standar masker yang harus digunakan oleh tamu dan *staff* hotel, dan kewajiban *staff* hotel untuk menggunakan *gloves* agar tidak terkontaminasi *Covid-19* melalui sentuhan tangan.

Kata Kunci : *Covid-19*, Hotel, dan *New Normal Tourism*.

ABSTRACT

This Final Project report examines how the implementation of New Normal Tourism in a hotel. The implementation of New Normal Tourism is by implementing health protocols such as using masks, maintaining distance and washing hands. The purpose of implementing New Normal Tourism is to reduce the spread of the Covid-19. Covid-19 is an infectious disease caused by the corona virus. People infected with this virus will experience fever, dry cough and fatigue, and gastrointestinal symptoms. The Covid-19 has spread throughout the world, including Indonesia.

This report is presented descriptively to provide information about services during the New Normal period in the Front Office division of a hotel. The research in this final project uses a qualitative descriptive research method through changes in the behavior of the staff in providing services during the Covid-19 pandemic. Methods of data collection using observation, documentation, interviews and literature review. The data that has been obtained then analyzed and presented descriptively.

The result shows that New Normal Tourism has been implemented by Hotel Amaroossa Grande Bekasi. But in its implementation there are still some things that need to be improved, such as those required for guests for the results of the PCR Swab Test, standard masks that must be used by guests and hotel staff, and the obligation of hotel staff to use gloves so as not to be contaminated with Covid-19 through their hands

Keywords : Covid-19, Hotel, and New Normal Tourism