

INTISARI

Hotel merupakan salah satu bentuk dari akomodasi pariwisata. Yogyakarta sebagai daerah kunjungan wisata memiliki perkembangan hotel yang sangat pesat. Namun saat ini dunia sedang dilanda bencana global yaitu adanya virus *Covid-19* yang sangat berdampak pada sektor pariwisata termasuk hotel. Dengan adanya *Covid-19* hotel harus menerapkan protokol kesehatan terutama pada *housekeeping departement* untuk melakukan modifikasi dalam operasional sehari-hari untuk mempermudah *room attendant* dalam bekerja. Tujuan dari penelitian ini adalah untuk mengetahui prosedur *makeup room* yang dilakukan oleh *room attendant* di era pandemi *Covid-19* di Hotel Innside by Melia Yogyakarta. Jenis penelitian yang digunakan yaitu kualitatif. Teknik pengumpulan data yang digunakan yaitu observasi partisipatif, wawancara semi terstruktur, dan dokumentasi. Hasil dari penelitian ini yaitu 1) Prosedur *makeup room* yang dilakukan oleh *room attendant* selama masa pandemi menyiapkan APD (*alat pelindung diri*), menyiapkan *trolley*, memasuki kamar, *making bed*, *cleaning bath room*, *restocking bathroom*, *restocking guest supplies*, *dusting kamar*, *vacuuming*, *spray disinfektan*.

Kata kunci: *housekeeping departement; makeup room; Hotel Innside by Melia Yogyakarta*

ABSTRACT

Hotel is a form of tourism accommodation. Yogyakarta as a tourist area has a very rapid hotel development. However, the world is currently being hit by a global disaster, namely the Covid-19 virus which has greatly affected the tourism sector, including hotels. With Covid-19, hotels should carry out the health protocols, especially in the housekeeping department to make adjustment in daily operations to make it easier for room attendants to work. The purpose of this research was to find out the makeup room procedures carried out by the room attendant in the era of the Covid-19 pandemic at the Hotel Innside by Melia Yogyakarta. The researcher use qualitatif method for this research. The researcher use used are participant observation, semi structured interview, and documentation. The results of this research are 1) Makeup room procedures carried out by the room attendant during the pandemic prepare PPE (personal protective equipment), prepare trolleys, enter the room, making bed, cleaning bath room, restocking bathroom, restocking guest supplies, dusting in the room, vacuuming, spray disinfectant.

Keywords: *housekeeping department; makeup room; Hotel Innside by Melia Yogyakarta*