

ABSTRAK

ARTAYADI. 2024 Penanganan kamar *back to back* oleh *room attendant* di hotel Jeeva Klui. Politeknik Pariwisata Lombok. Pembimbing: **Dimas Purnama Dewata, S.Tr,Par., MBA** dan **Siti Latifah,S.Pd., M.Pd**

Tugas Akhir ini berjudul “ Penanganan Kamar *Back to back* yang di Terapkan Oleh *Room attendant* di Jeeva Klui Hotel and Resort”. Tujuan penelitian ini adalah untuk mengetahui cara penanganan kamar *back to back* yang diterapkan oleh *room attendant* di Jeeva Klui hotel and resort.

Teknik pengumpulan data dalam penelitian ini diperoleh melalui kegiatan observasi dan wawancara dengan informan di departemen *housekeeping* Jeeva Klui Hotel and Resort. Teknik analisa data menggunakan pendekatan kualitatif dimana seluruh data yang yang dikumpulkan diolah dan dideskripsikan secara detail untuk menjawab semua permasalahan yang dibuat.

Berdasarkan hasil penelitian mengenai Penanganan Kamar *Back to back* yang di Terapkan Oleh *Room attendant* di Jeeva Klui Hotel and Resort maka dapat disimpulkan bahwa dalam penanganan kamar *back to back* oleh *room attendant* di Jeeva Klui Hotel and Resort sudah dilakukan dengan sangat baik dan benar sesuai dengan Standar Operasional Prosedur. Akan tetapi ketika melakukan observasi dan wawancara dengan narasumber terkait, bahwa *Supervisor* perlu melakukan pengecekan berulang kali dan teliti agar tidak terjadi komplain terhadap tamu baru yang akan tiba. Tetapi jika terjadi komplain nantinya terhadap kamar yang belum siap maka tamu tersebut akan di alihkan ke restaurant untuk menunggu kamarnya siap.

Kata kunci: *back to back, room attendant, Jeeva Klui Hotel and Resort*

ABSTRACT

ARTAYADI. 2024 *Back to back room handling by room attendants at Jeeva Klui hotel. Lombok Tourism Polytechnic. Supervisor: Dimas Purnama Dewata, S.Tr, Par, MBA and Siti Latifah, S.Pd, M.Pd.*

This Final Project is entitled 'Back to back room handling applied by room attendants at Jeeva Klui Hotel and Resort'. The aim of the research is to find out how back to back rooms handled by room attendants at Jeeva Klui Hotel and Resor

Data collection techniques in this study were obtained through observation and interviews with informants in the housekeeping department of Jeeva Klui Hotel and Resort. The data analysis technique uses a qualitative approach where all the data collected is processed and described in detail to answer all the problems made.

Based on the results of research on Back to back room handling applied by room attendants at Jeeva Klui Hotel and Resort, it can be concluded that the handling of back to back rooms by room attendants at Jeeva Klui Hotel and Resort has been carried out very well and correctly in accordance with Standard Operating Procedures. However, when conducting observations and interviews with relevant sources, that the Supervisor needs to check repeatedly and carefully so that no complaints occur against new guests who will arrive. But if a complaint occurs later about a room that is not ready, the guest will be transferred to the restaurant to wait for the room.

Keywords : *back to back, room attendant, Jeeva Klui Hotel and Resort*