

ABSTRAK

BAIQ SEPTIA YULIANTI. 2024. Pengelolaan Lena Kamar Pada Hotel Four Points By Sheraton Ungasan Di Bali. Tugas Akhir Politeknik Pariwisata Lombok. Pembimbing: Dr. Ali Muhtasom, S.SOs.,MM.,CHCM. CHE & Siti Lathifa, S.Pd., M.Pd

Tugas Akhir ini berjudul “Pengeloaan Lena Kamar Pada Hotel Four Points By Sheraton Ungasan Di Bali”. Tujuan penelitian adalah untuk mengetahui pengelolaan Lena Kamar Pada Hotel Four Points By Sheraton Ungasan Di Bali.

Jenis penelitian yang digunakan adalah deskriptif kualitatif dengan menggunakan dua sumber yaitu data primer dan data sekunder, teknik pengumpulan data melalui observasi, wawancara dan dokumentasi dengan informan di departemen *housekeeping* Four Points.

Hasil penelitian di Hotel Four Points By Sheraton Ungasan Di Bali dapat disimpulkan bahwa dalam menangani pengelolaan lena kamar perlu menambahkan parstock lena kamar untuk mempermudah dalam penyiapan kamar tamu, dan hotel perlu mendirikan laundry sendiri untuk mengefesiensi waktu dalam pencucian lena kamar.

Kata kunci: Pengelolaan lena kamar dan *Housekeeping*

ABSTRACT

BAIQ SEPTIA YULIANTI. 2024. *Management of room lena at the Four Points Hotel by Sheraton Ungasan in Bali. Lombok Tourism Polytechnic Final Project. Advisor: Dr. Ali Muhtasom., A.Md., MM., CHCM. CHE & Siti Lathifa, S.Pd., M.Pd*

This final assignment is entitled "Room Management at the Four Points Hotel By Sheraton Ungasan in Bali". The aim of the research is to determine the management of Lena Rooms at the Four Points Hotel By Sheraton Ungasan in Bali.

The research method used is data sources, data collection techniques through observation, interviews and documentation with informants in the Four Points housekeeping department.

The results of research at the Four Points Hotel By Sheraton Ungasan in Bali can be concluded that in handling room linen management, it is necessary to add room linen parstock to make it easier to prepare guest rooms, and the hotel needs to set up its own laundry to save time in washing room linen.

Keywords: Management of room lena and Housekeeping