

## ABSTRAK

**MUHAMMAD KHOLID.** 2024. Upaya Penangan Barang *Lost and Breakage* di Rinjai *Golden Homestay*. Tugas Akhir Politeknik Pariwisata Lombok. Pembimbing: 1 Firman Koma Febdilan ,S.Pd,. M.M.Par dan pembimbing: 2 A.A.Ngr.Sedana Putra,S.ST.Par.,M.Par

Tujuan penelitian ini untuk mengetahui bagaimana upaya penanganan *barang lost and breakage* di Rinjani *Golden Homestay*. *Lost and breakage* adalah merupakan barang rusak yang disebabkan oleh tamu, kerusakan ini biasanya disebabkan oleh kelalaian tamu.

Jenis penelitian yang digunakan yaitu kualitatif yang berfokus pada observasi dan wawancara langsung dengan *staff* di Rinjani *Golden Homestay*.

Hasil penelitian menunjukkan bahwa Rinjani *Golden Homestay* memiliki beberapa upaya dalam menangani *lost and breakage* seperti membuat prosedur untuk penanganan barang atau *amenities* yang hilang, menerapkan denda kepada tamu yang menginap sebesar 5%, melakukan evaluasi kasus kehilangan atau kerusakan *amenities* kepada *staff homestay*. Beberapa Upaya yang diberlakukan tentunya dilakukan agar pihak manajemen *homestay* dapat terus memastikan kepuasan tamu selama menginap dan menerapkan komunikasi efektif dalam menyelesaikan permasalahan yang terjadi, sehingga tamu tetap mendapatkan pelayanan yang maksimal selama menginap di Rinjani *Golden Homestay*.

**Kata Kunci:** Upaya penanganan *lost and brekage*, *homestay*

## **ABSTRACT**

**MUHAMMAD KHOLID.** 2024. *Efforts to Handle Lost and Breakage Goods at Rinjai Golden Homestay.* Lombok Tourism Polytechnic Final Assignment. Supervisor: 1 Firman Koma Febdilan, S.Pd., M.M.Par and supervisors: 2 A.A.Ngr.Sedana Putra, S.ST.Par., M.Par

*The aim of this research is to find out how to handle lost and breakage items at Rinjai Golden Homestay. Lost and breakage is damaged goods caused by guests, this damage is usually caused by guest negligence.*

*The type of research used is qualitative which focuses on direct observation and interviews with staff at Rinjai Golden Homestay.*

*The research results show that Rinjai Golden Homestay has several efforts in dealing with lost and breakage, such as creating procedures for handling lost goods or amenities, applying a fine of 5% to guests who stay overnight, evaluating cases of loss or damage to amenities for homestay staff. Several efforts have been made so that the homestay management can continue to ensure guest satisfaction during their stay and implement effective communication in resolving problems that occur, so that guests continue to receive maximum service while staying at Rinjai Golden Homestay.*

**Keywords: Efforts to Handle Lost and brekage, Homestay**