

ABSTRAK

WAHYU PATHURRAHMAN. 2024. Penyiapan Kamar Disabilitas atau Berkebutuhan Khusus oleh Room Attendant di Hotel Pullman Lombok Merujani Mandalika *Beach Resort*.

Tugas Akhir ini berjudul “Penyiapan Kamar Disabilitas atau Berkebutuhan Khusus oleh *Room Attendant* di Hotel Pullman Lombok Merujani Mandalika *Beach Resort*”. Peneliti mengambil judul tersebut dengan rumusan masalah yaitu bagaimana cara atau proses penyiapan kamar disabilitas atau berkebutuhan khusus. Dengan tujuan untuk mengetahui lebih lanjut tentang proses penyiapan kamar disabilitas atau berkebutuhan khusus oleh *room attendant* di Hotel Pullman Lombok Merujani Mandalika *Beach Resort*.

Dalam penelitian ini metode pendekatan yang digunakan adalah kualitatif dengan tehnik pengumpulan data melalui observasi dan wawancara dengan informan dari *room supervisor* dan *room attendant* Hotel Pullman Lombok Merujani Mandalika *Beach Resort*.

Berdasarkan hasil penelitian mengenai penyiapan kamar disabilitas atau berkebutuhan khusus di Hotel Pullman Lombok Merujani Mandalika *Beach Resort*, diketahui bahwa penyiapan kamar sudah dilakukan dengan baik oleh *room attendant* namun masih belum maksimal karena ada beberapa langkah-langkah prosedur yang terlewatkan pada saat penyiapan kamar.

Kata kunci: *Room Attendant*, Penyiapan Kamar dan Kamar Disabilitas.

ABSTRACT

WAHYU PATHURRAHMAN. 2024. *Disability or Special Needs Room Preparation by Room Attendant at Pullman Lombok Merujani Mandalika Beach Resort Hotel.*

This Final Project is entitled "Room Preparation for Disabilities or Special Needs by Room Attendants at Pullman Lombok Merujani Mandalika Beach Resort Hotel". Researchers took this title with the formulation of the problem, namely how or the process of preparing rooms with disabilities or special needs. With the aim of finding out more about the process of preparing rooms with disabilities or special needs by room attendants at the Pullman Lombok Merujani Mandalika Beach Resort Hotel.

In this study, the approach method used was qualitative with data collection techniques through observation and interviews with informants from room supervisors and room attendants of Pullman Lombok Merujani Mandalika Beach Resort Hotel.

Based on the results of research on the preparation of rooms with disabilities or special needs at the Pullman Lombok Merujani Mandalika Beach Resort Hotel, it is known that room preparation has been carried out properly by room attendants but is still not optimal because there are several procedural steps that are missed during room preparation.

Keywords: Room Attendant, Room Setup and Disability Room.