

## ABSTRAK

**Baiq Ajeng Perwindari Koncare Wangi.** 2024 Pelayanan kamar bagi tamu berkebutuhan khusus di Aston Inn Mataram. “Politeknik Pariwisata Lombok”. “Pembimbing:” 1, Koma Febdilan, S.Pd, M.M.Par“ Pembimbing:2 Yoyok Antoni, S.,E., M.Si”.

Penyandang disabilitas merupakan tamu yang memiliki kekurangan secara fisik ataupun secara mental. Penelitian ini didasari oleh kurangnya pelatihan khusus terkait pelayanan tamu disabilitas. Penelitian ini bertujuan untuk memberikan pelayanan yang memadai bagi tamu disabilitas. Metode yang digunakan dalam penelitian ini yaitu pendekatan kualitatif deskriptif dengan melalui tahapan observasi, wawancara, dan dokumentasi, hal ini dikarenakan sesuai dengan objek penelitian berfokus pada sarana, prasarana, dan pelayanan tamu disabilitas. Hasil akhir dari penelitian ini adalah pengalaman serta wawasan mengenai pelayanan bagi tamu berkebutuhan khusus. Kesimpulan dari penelitian ini yaitu sarana, prasarana serta pelayanan hotel bagi tamu berkebutuhan khusus dari proses check-in sampai check-out. Serta saran dari penelitian ini untuk hotel agar tetap melakukan pelatihan khusus terkait pelayanan terhadap tamu disabilitas dan tetap memberikan fasilitas yang memadai sesuai kebutuhan tamu penyandang disabilitas.

**Kata Kunci: Layanan, Sarana, Prasarana, Disabilitas**

## ABSTRACT

**Baiq Ajeng Perwindari Koncare Wangi.** 2024 *Room service for guests with special needs at Aston Inn Mataram. "Lombok Tourism Polytechnic". "Supervisor:" 1, Koma Febdilan, S.Pd, M.M.Par" Supervisor:2 Yoyok Antoni, S.,E., M.Si".*

*A person with a disability is someone who has limitations both physically, intellectually and mentally. This research is based on the lack of special training related to serving guests with disabilities. This research aims to provide more adequate services to guests with disabilities. The method used in this research is a descriptive qualitative approach through stages of observation, interviews and documentation, this is because in accordance with the research object it focuses on facilities, infrastructure and services for guests with disabilities. The final result of this research is experience and insight regarding services for guests with special needs. The conclusion of this research is the hotel facilities, infrastructure and services for guests with special needs from the check-in process to check-out. As well as suggestions from this research for hotels to continue to carry out special training related to services for guests with disabilities and continue to provide adequate facilities according to the needs of guests with disabilities.*

**Keywords: Services, Facilities, Infrastructure, Disabilities**