

ABSTRAK

MUHAMMAD IMADUDDIN 2024. “PENERAPAN *TURN-DOWN SERVICE* DI KAMAR HILTON BALI RESORT” Politeknik Pariwisata Lombok. Abdul Hanan S.Pd., M.Pd & Siti Latifah, S.pd., M.Pd.

Penelitian ini dilakukan di *Housekeeping Departemen* Hilton Bali Resort, yang membahas mengenai “Penerapan *Turn-Down Service* di Kamar Hilton Bali Resort”. Penelitian ini dilatar belakangi oleh adanya beberapa poin penerapan layanan *turn-down service* dilakukan di semua jenis kamar tanpa membedakan jenis tamu baik itu tamu *nonmember*, *member* dan VIP, penelitian ini bertujuan untuk mengetahui langkah-langkah dalam penerapan layanan *turn-down service* di Hilton Bali Resort. Penelitian ini menggunakan data primer dan data sekunder untuk mendukung penelitian ini. Penelitian menggunakan teknik pengumpulan data berupa wawancara, observasi, dan dokumentasi. Teknik analisis data yang di menggunakan yaitu pendekatan kualitatif yang dimana metode ini merupakan rangkaian observasi yang dinyatakan dalam bentuk kalimat. Hasil penelitian menunjukan tidak adanya SOP *turn-down service* secara tertulis tetapi berpatok pada SOP pembersihan kamar.

Kata kunci: *Turn-Down Service*

ABSTRACT

MUHAMMAD IMADUDDIN 2024. *"IMPLEMENTATION OF TURN-DOWN SERVICE IN THE ROOM OF THE HOTEL BALI RESORT"* Lombok Tourism Polytechnic. Abdul Hanan S.Pd., M.Pd & Siti Latifah, S.pd., M.Pd.

This research was conducted in the Housekeeping Department of Hilton Bali Resort, which discussed "The Implementation of Turn-Down Service in Hilton Bali Resort Rooms". This research is based on the existence of several points of implementing turn-down service in all types of rooms without distinguishing the type of guests, be it non-member guests, members and VIP, this study aims to find out the steps in implementing turn-down service at Hilton Bali Resort. This study uses primary and secondary data to support this research. The research uses data collection techniques in the form of interviews, observations, and documentation. The data analysis technique used is a qualitative abbreviation where this method is a series of observations that are expressed in the form of sentences. The results of the study show that there is no SOP for turn-down service in writing but based on SOP for cleaning rooms.

Keywords: Turn-Down Service