

ABSTRACT

This study discusses the application of operational standards during the pandemic (Covid-19) at Patra Comfort Bandung. In March 2020 the tourism sector experienced a setback due to the COVID-19 pandemic. The COVID-19 pandemic is an event where the 2019 coronavirus disease (coronavirus disease 2019) has spread around the world. To prevent the spread of this virus, namely travel restrictions, quarantine, postponement and cancellation of events, and closure of facilities. The tourism sector is one of the sectors most affected by Covid-19, including the hospitality sector, because tourists do not travel and there are no events held at hotels. After experiencing Large-Scale Social Restrictions, the hotel returned to operations by implementing Standard Operating Procedures (SOPs) during the COVID-19 Pandemic to decide the spread and reduce the death rate. The purpose of this study was to determine the Standard Operating Procedure for Check-in & Room Cleaning during the Covid-19 Pandemic at Patra Comfort Bandung. This research uses qualitative methods with data collection techniques, namely: interviews, observation, literature study, documentation, and triangulation. The result of this research is that Patra Comfort Bandung has implemented Standard Operating Procedures that have been recommended by the government during Check-in & Room Cleaning. Hotel Patra Comfort Bandung has also implemented Guidelines for the Implementation of Cleanliness, Health, Safety and Sustainability in Hotels during the pandemic, but there are still a number of things that have not been or are not implemented by Patra Comfort Bandung. There are several obstacles that occur when hotels must implement health protocols, thus hindering the performance of employees.

Keywords: Covid-19 Standard Operating Procedure, Check-in, Room Cleaning.