

New Cleanliness Standard Post Covid-19 For Hotel Room

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ABSTRACT

Hotel is one of the tourism industries that provides rooms for travelers who need lodging. The hotel has service facilities in the fields of food, beverages, and rooms for travelers. When the Covid-19 pandemic hit Indonesia, all hotels carried out precautions such as quarantine and Community Activities Restrictions Enforcement (a.k.a PPKM in Indonesia). After the Covid-19 pandemic decreased, every hotel began to release quarantine and PPKM but still followed the protocol after government regulations. Each hotel room is also equipped with hand sanitizer in the area traversed by hotel guests. Every hotel tried to apply Standard Operating Procedures (SOPs) to run hotels in each hotel section, especially in the hotel room section after the Covid-19 pandemic has changed in terms of hotel room cleanliness before and after the arrival of guests. The purpose of the writing is to describe the hygiene standards in hotel rooms after the Covid-19 pandemic. In this writing, we use a qualitative method where we look for sources through journal articles. The result of our research is that hotel room cleaning is carried out by limiting people to enter other than hotel employees and guests, to minimize the spread of the Covid-19 virus in the hotel. When cleaning guest rooms, all linen in hotel rooms are always changed and pressed every day to overcome/minimize the spread of Covid-19 such as replacing linen pillowcases and blankets that have been washed clean and then disinfecting all area in the hotel rooms. The hotels always carry out regular checks on hotel room facilities so that there is no damage or virus potential and guests feel comfortable in the hotel room. Disinfectant spraying is carried out in every corner of the hotel room and the hotel provides preventive facilities in each room in the form of a hand sanitizer and checking body temperature when entering the area inside the hotel to maintain safety for guests who want to stay in the hotel rooms.

Keywords: Cleanliness, Covid-19, Hotel, Room, SOP

RESEARCH BACKGROUND

Hospitality is everything that concerns and relates to the affairs of one's travel needs. Every traveler needs resting facilities as well as food and beverage services. Big and small hotels must have restaurants and room facilities. Guests who want to enjoy food and drinks in their

rooms are also equipped with room service facilities. The food and beverage service department usually operates for 24 hours to serve hotel guests by providing meals for guests. Room service not only provides food & drinks but also recommends amenities in the room, the amenities of this room are aimed at guests who ask for additional mattresses or others (Derianto & Kristiutami, 2015) The hotel also provides room attendant services where long stay guests ask for their rooms to be cleaned every day or several days.

In March 2020, the tourism sector suffered a setback due to the Covid-19 pandemic. The Covid-19 pandemic spread around the world. Efforts to contain the spread of the virus include travel restrictions, quarantines, postponement, and cancellation of meetings, events, conferences, travels, and closures. One of those affected by this virus is in the field of accommodation, namely in the hotel section (Aliana, Sumarsih, & Nurlena, 2021). When the Covid-19 pandemic hit Indonesia the hospitality sector was affected In March 2020, the tourism sector suffered a setback due to the Covid-19 pandemic. The Covid-19 pandemic is the spread of the 2019 coronavirus disease (Coronavirus Disese2019) around the world. Efforts to contain the spread of the virus include travel restrictions, quarantines, postponement and cancellation of events, and closures. One of those affected by this virus is in the field of accommodation, namely in the hotel section (Aliana, Sumarsih, & Nurlena, 2021). When the Covid-19 pandemic hit Indonesia the hospitality sector was affected as well, during this pandemic, all hotel rooms were treated specially by applying new cleanliness standards.

Hotels during *the* 2019 pandemic carried out cleaning such as drying pillows, and beds, by drying them for 2 days once where hotel rooms are disinfected every day, and *filtering air conditioning* should be done every day but in hotels is carried out 1 time a week and hotels prepare hand sanitizer in each room (Rajagukguk, Taufiq, & Nurlena, 2021). Every hotel must do this to convince guests to stay in their rooms safely and protected from *Covid-19*.

Employees in this section must wear the necessary personal protective equipment. Measure the body temperature of employees and guests before entering the hotel area. Employees and guests who have a body temperature above 37.3°C are not allowed to enter. Ask guests to wash their hands or use the hand sanitizer provided by the hotel. Set queues and safe distances between employees and guests according to the announcements posted (Fajri, 2020). In the post-Covid-19 pandemic, each hotel has its hygiene standards in each hotel, this standard must certainly follow the standards that the Minister of Health has provided. The Health Standards are contained in Number HK.01.07 / Menkes / 382/2020 which has been issued by the Minister of Health in the prevention and control of Covid-19 as a health protocol.

According to (Dyah Prami, Widiasturi, & Ariestawa, 2021) The quality of service that is owned by a company in the service sector needs to be used as a reference for a standard operating procedure. Standard operating procedures (SOP) have a positive and significant effect on the quality of service for example at Alam Boutique Resort Umalas Seminyak.

Room setup is a multipurpose room arrangement and meeting room that has many types,

such as the arrangement of tables, chairs, and drinks served in it, which can vary in shape (Ari, 2021). Setting up a room in a hotel room is an activity where a room boy arranges a room to be ready to be sold to hotel guests. The setup of hotel rooms after the Covid-19 pandemic has not changed as soon as this pandemic comes, only how to arrange it differently and handle it. Such as using hand gloves and face masks to arrange the room and then spraying disinfectant in every corner of the hotel room. Hence. New cleanliness standards for hotel rooms should be set during post Covid-19 era.

REVIEW OF RELATED LITERATURE

According to the (Sevratania, 2019) Application of Standard Operating Procedure Cleaning the Bathroom in Suite Room Sofyan Hotel Cut Mutiara Jakarta Room boy cleaning the wash basin and mirrors following the SOP that has been applied by the hotel, cleaning the walls of the room, and brushing the bathroom floor and mapping on the floor. In addition, Room Attendant is a Housekeeping Department staff that has an important role. Room attendants provide services so that guests feel comfortable following the SOP of the AZZA Palembang Hotel (Indah & Poppy, 2021). According to the (Mulyani, 2001) hospitality industry in the housekeeping department, some sections support its implementation, including room boys who play a role in creating clean rooms, and traps to get a good impression on guests who stay and visit. Creating a clean, safe, and comfortable room atmosphere in the post-Covid-19 pandemic, is very important for guests who want to stay in a hotel. All the statements above clearly show that there should be a new cleanliness standard during post covid-19.

RESEARCH METHOD

According to (Sugiyono, 2011) the qualitative descriptive method was used by the authors in this study. The analysis in this study was carried out mainly through qualitative techniques. An important instrument in a qualitative approach is to examine an object condition experienced by the researcher when conducting research. The method we used to create this article with qualitative observation research procedures, (Muhadjir, 1996) qualitative research is research that produces descriptions in the form of written or spoken words from people or actors that can be observed based on the phenomenon of a holistic approach (whole).

The data collection method in this study is a Library study. Secondary data, namely data or information taken from books, internet archives, and others can support this research. Data analysis was carried out qualitative-interpretive using journal articles.

One step in a systematic review is to develop specific keywords. Our goal is to target all important segments during the pandemic in the hospitality industry, (Dafalti, Karwowski, Sonmez, & Apostolopoulos, 2020) for example (*cleaning, SOP, Room Hotel*). The purpose of our discussion of hotel room hygiene standards post-COVID-19 and we collected this data using a qualitative method in which we used journal articles to objectively collect the sources

we created.

RESULT AND DISCUSSION

In this research, to find out the implementation of guest room cleaning procedures during the Covid-19 pandemic, ideally, it should be done by observation. Resort and Spa Nusa Dua Bali restricts people from entering the hotel other than employees and guests. To clean the hotel rooms, the first thing to do is to observe each hotel room, spray disinfectant in every corner of the hotel room, and dry the hotel room linen. When cleaning is carried out, the hotel places restrictions on people entering the hotel other than hotel employees and guests, to minimize the spread of the outbreak. Employees who clean hotel rooms are required to use masks, face shields, gloves, and safety clothes (Damayanti, Puspa Adi, & Sunarsa, 2022). According to the (Anggarini, 2021) the Covid-19 pandemic, caused a slump in the entire hotel industry, especially in the tourism sector in Indonesia, which caused workers to experience large layoffs. So that it responds to government policies so that the handling of the impact of Covid-19 decreases and tourism returns to normal with health procedures. The hospitality industry has suffered a serious impact due to Covid-19 on the economy in the tourism sector (Paramita & Arsa Putra, 2020). So, the government took a policy of implementing the new normal to prevent the spread of Covid-19.

After the COVID-19 pandemic, checking the cleanliness of the room will be slightly different from before the arrival of COVID-19, this check is carried out in detail until it is following post-pandemic COVID-19 hygiene standards and then sprayed with disinfectant liquid in all corners of the hotel room. According to (Bawotong, 2017) efforts to improve the cleanliness of hotel guest rooms following operational standards, the room cleaning process is carried out, namely the room attendant who checks back the rooms that have been cleaned by the HK supervisor so that the room passes vacant ready. According to (Mantolas, Rero, & Bagaihing, 2022) service efforts are a technique that is carried out to make the service more optimal. This is reinforced by the room boy who said that service efforts are ways that are carried out in making service more optimal so that it can be concluded that service efforts are a way that is done as a way out in making the waiter more optimal.

According to (Nugraha & Setiyariski, 2019) room attendants, there are 2 tasks and answers, namely guest relations and guest safety. Guest relations must be friendly to all guests staying, willing to greet and give a warm impression so that guests feel at home and comfortable like in their environment, while guest safety has duties and obligations to the safety of guests and luggage. As a room boy who is in charge of cleaning hotel rooms with hygiene standards that have been equipped with health protocols, in this task, a room boy must also be friendly to every guest who stays and always takes care of guests' luggage when cleaning the room.

In the post-Covid-19 pandemic, all hotels promote the hotel with the best hotel room hygiene standards coupled with Health protocols so that guests will stay feel safe and comfortable.

According to (Nurjaman, 2021) the factors that must be taken into account during the pandemic-19 for business operations are location, distinctive and unique design, complete facility of hotel rooms and services that are different from competing hotels, prices, and promotions during the pandemic and improving the cleanliness of hotel rooms.

Learning from the case of the cleanliness of guest rooms at Sheraton Hotel and Tower Bandung, the function of housekeeping is very important because the smoothness and maintenance of room cleanliness are determined by the housekeeping department, for its implementation in the cleanliness of the room so that the housekeeping function is well so that room standards are needed following procedures to avoid guest complaints about the cleanliness of the guest room (Agustin, 2015). The cleanliness of hotel rooms is carried out with hygiene standards that contain health protocols, in a hotel there is also a department that is specialized in checking the cleanliness of hotel rooms and whether they are up to standard.

Room boy business in maintaining the cleanliness standards of residential rooms is carried out by running a job description according to operating procedures (SOP) standards. By improving room hygiene standards by re-checking the cleanliness and completeness of rooms in every room work, conducting general cleaning, providing training, and conducting comparative studies to maintain the cleanliness of residential rooms through step-by-step cleaning procedures according to the hotel (Kurniawan & Yulianto, 2017).

Hotel room hygiene standards to clean hotel rooms using standards that have been issued by the Ministry of Health during the Covid-19 pandemic where after cleaning hotel rooms are then given disinfectant spray, to improve hygiene standards, a study must be carried out compared to other hotels to see developments in the current hotel room hygiene standards. In doing so, for hotel room cleanliness standards after the Covid-19 pandemic, a room boy must do when cleaning hotel rooms to use Personal Protective Equipment (PPE), then spray disinfectant on every corner of the hotel room, and to improve the cleanliness standards in hotel rooms from the hotel itself must conduct a study program compared to other hotels to compare the cleanliness standards of hotel rooms there with those in the hotel.

The SOP before the post-pandemic SOP is the same, it's just that there is an addition of a Health protocol to the SOP after the pandemic. The purpose of making this post-Pandemic SOP is so that at work employees avoid the threat of the coronavirus and can be used as a reference at work. the (Pramesti, 2022) role of housekeeping in maintaining the cleanliness of guest rooms at Villa Resort Lombok aims to find out, Standard operating procedures (SOP) applied in cleaning rooms to improve guest comfort in staying. To know how to maintain room hygiene standards (Rahman, 2021). In the world of hospitality, there must be standard operational procedures (SOPs) in the first source, it has been explained that the SOPs before the post covid-19 pandemic SOPs are the same, it's just that there are additional health protocols that have been complained by the Ministry of Health, after knowing the SOPs after the Covid-19 pandemic must be applied to the availability of guest rooms so that guests who stay comfortably while staying at the hotel.

CONCLUSION

In this New Normal Era where the coronavirus outbreak has decreased, but still have to comply with existing protocols to maintain the spread of Covid-19. In this regard, the hotel industry also sets new hygiene standards after the Covid-19 pandemic which has followed health protocols, for this cleanliness includes all sections contained in the hotel, especially the Housekeeping Department. The Housekeeping section needs to be considered in the post-Covid-19 hygiene standards because the section handles all parts of the hotel including hotel rooms and hygiene standards also include uniforms worn by hotel employees. That way for all hotels to make wash basins, body temperature gauges, and hand sanitizers at the entrance, so every guest or employee who wants to enter the hotel must wash their hands with soap and use a hand sanitizer to avoid viruses entering the hotel. Room hygiene standards are very important in this New Normal Era because, after Covid-19, all people hesitate to stay or stay in hotels if they want to vacation outside the city for fear of getting the coronavirus. Therefore, the cleanliness of hotel rooms in the New Normal Era is very important for the Sales Marketing Section to promote the hotel, here the role of room boys in maintaining hotel room cleanliness standards after Covid-19 makes it safe and comfortable for guests who want to stay. Hotel room hygiene standards after the COVID-19 pandemic the removal of hotel toilets are carried out every day and disinfectant spraying is carried out to all corners of the hotel, providing hand sanitizers in each hallway of the hotel room, cleaning linen every day and sprayed with disinfectants, cleaning air conditioners are carried out once a week, and uniforms for hotel employees are cleaned every day also provide Personal Protective Equipment (PPE) as an additional uniform to all employees. In the room setup, it will also be slightly different in this New Normal Era, hygiene standards must also be considered with health protocols.

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