

# Cleanliness, Health, Safety, and Environment Sustainability (CHSE) Implementation in Housekeeping Department

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Received on 09 September 2021	Revised on 29 December 2021	Accepted on 19 January 2022
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## ABSTRACT

**Purpose:** This study was conducted to determine the application of SOP (standard operating procedures) in the Housekeeping Department before the Covid-19 pandemic and after being certified CHSE (cleanliness, health, safety, and environmental sustainability) at the Renaissance Bali Uluwatu Resort & Spa Hotel, Bali, Indonesia.

**Research methods:** The study uses a qualitative descriptive method using narrative analysis of data sources. The interviews and the informants are addressed were executive housekeepers, housekeeping supervisors, and housekeeping staff at the Renaissance Bali Uluwatu Resort & Spa Hotel.

**Results and discussion:** There was a significant difference between the application of SOP in the Housekeeping Department (room attendant, public area attendant, and laundry station) before the covid-19 pandemic and after being certified CHSE at the Renaissance Bali Uluwatu Resort & Spa Hotel.

**Implication:** There are significant differences in the application of SOP at the Renaissance Bali Uluwatu Resort & Spa Hotel after being certified CHSE in the room.

**Keywords:** standard operating procedures, CHSE, housekeeping department.

## INTRODUCTION

Bali is one of the most popular tourist destinations in the world. The alluring charm emanates from the beauty of the island of Bali. Many charms spoil the eye that can be enjoyed in Bali. The beauty of the beaches, to the culture on the island of Bali. The development of Bali tourism from year to year is strongly influenced by the cultural diversity of the Balinese people. Balinese customs, arts, and culture as the dominant basic potential in it implied an ideal of a reciprocal relationship between tourism and culture. This is one of the unique characteristics compared to other destinations in Indonesia. The development of tourism in Bali can be seen from the many facilities and infrastructure available for tourists visiting Bali. Millions of foreign and domestic tourists visit Bali every year, which shows that the island of Bali is still one of the prima donna tourist destinations.

A hotel is a form of accommodation that provides lodging, food and beverage services, and other supporting services for tourists and the general public which is managed commercially (Susepti, et al, 2017). A hotel is a place where lodging, food, and drink are provided, as well as other services, to be rented out

for people who stay for a while (Sutrisno, 2013). Before the Covid-19 pandemic until mid-2019, Bali was still a tourist destination that attracted many tourists and was eyed by investors. However, towards the end of 2019, Bali tourism was slightly disturbed by news from China, namely the presence of a deadly virus originally named SARS Cov-2 and identified as originating from Wuhan in December 2019.

To maintain the room occupancy rate at Renaissance Bali Uluwatu Resort & Spa continues was done by carrying out various promotional activities using influencer services to attract tourists to choose their accommodation as a place to spend their holidays in Bali. One of the hotel related strategies is CHSE implementation.

CHSE stands for Cleanliness, Health, Safety, and Environment. CHSE has been implemented in the tourism and creative economy sectors in Indonesia since September 2020. The goal is to increase efforts to prevent and control Covid-19 for the community in public places and facilities in order to prevent the occurrence of new epicenters or clusters during the pandemic. According to Fitriana & Putri (2021), standard operating procedures (SOP) are defined as written guidelines that are used to encourage and mobilize a group to achieve goals. Muliadi (2015) stated that housekeeping is a department that specifically handles the cleanliness of guest rooms and the entire hotel area, and provides other supporting facilities. According to Wulanto & Hadi (2014), the Housekeeping Department does not only prepare rooms, but this department has duties and responsibilities for all areas of the hotel, both outside and within the hotel area, such as rooms, rented spaces, parking areas, gardens, swimming pools. and other facilities owned by the hotel. So, the Housekeeping Department has the duty and responsibility to maintain the cleanliness, tidiness, beauty, and comfort of the entire area and provide other supporting facilities (Lengkey et al., n.d.).

Room Attendant is an officer who maintains the cleanliness, tidiness, comfort, and completeness of the guest rooms (Tjitrokusmo & Tumbelaka, 2019). Public Area is part of housekeeping which handles the cleanliness and tidiness of the hotel's public areas, cleanliness and tidiness of the hotel which is visited by many guests. (Jubaedah et al., 2018) Laundry is a washing process using water accompanied by supporting facilities such as machines, chemicals, clothes, linens, and other supporting factors. Dry Cleaning is a washing process using oil or solvents with the following facilities: supporting factors such as clothes, dry cleaning machines, chemicals used to remove stains on clothes (Spotting Chemical) and other supporting factors (Hermawan et al., n.d.). Implementation (implementation) is led to activities, actions, actions, or the existence of a system mechanism. Implementation is not just an activity, but an activity that is planned and to achieve the objectives of the activity (Muliadi, 2015).

In this study, the authors include several previous research results, namely the first research entitled "Application of Hotel Health Protocols as Preventive Measures during a Pandemic Period" by (Akademi Pariwisata Medan, 2020) discusses the implementation of the Hotel Health Protocol in the city of Bandung. While this study discusses the implementation of SOP in the Housekeeping Department (room attendant, public area attendant, and laundry station) before the covid-19 pandemic and after being certified CHSE at the Renaissance Bali Uluwatu Resort & Spa Hotel. The second study entitled "Standard Operating Procedures for Room Service Natya Hotel, Tanah Lot, Bali" by (Lukitasari, 2019) This research discusses about reviewing the room service department at Natya Hotel,

namely the obstacles faced in the implementation and efforts of Natya Hotel in increasing the professionalism of room service. Some other studies are from Supeno (2021), Putra (2021), Putra et al (2021), and Puspita (2021). While this study discusses the implementation of SOPs in the Housekeeping Department (room attendant, public area attendant, and laundry station) before the covid-19 pandemic and after being certified CHSE at the Renaissance Bali Uluwatu Resort & Spa Hotel.

## RESEARCH METHODS

This research was conducted at Hotel Renaissance Bali Uluwatu Resort & Spa. The object of this research is the application of CHSE in the Housekeeping Department at the Renaissance Bali Uluwatu Resort & Spa Hotel. The type of data used in this study is qualitative data, in the form of information or explanations obtained through observation, in-depth interviews, documentation and literature studies regarding the application of CHSE in the Housekeeping Department at the Renaissance Bali Uluwatu Resort & Spa Hotel.

The researchers use participatory observation where the researchers are directly involved as a field officer so that he can make direct observations to the area, room and laundry. Interview is a data collection technique in which the interviewers (researchers or who are given the task of collecting data) in collecting data asks a question to the interviewee (Cristensen, 2011). In this study, interviews were conducted with related parties to know clearly about "Implementation of CHSE in the Housekeeping Department at Hotel Renaissance Bali Uluwatu Resort & Spa" data analysis begins with interviews with Executive House-keepers, Supervisors and Staff each with five interview questions which refers to the application of standard operating procedures to the room attendant, public area attendant and laundry section before the covid-19 pandemic, and questions that refer to the application of CHSE to the room attendant, public area attendant and laundry section (Housekeeping Department) at Hotel Renaissance Bali Uluwatu Resort & Spa. Documentation is a technique of collecting data through written materials, in the form of organizational structures, photos of activities and additional announcements at the Housekeeping Department. Literature study is a method of collecting data by reading and quoting from literature, books, and documents related to this research, namely the general description of the company, organizational structure, and the level of customer visits.

The method used in this study is a descriptive method using Narrative Analysis, namely research that is described directly orally by telling or telling about the content of the research. This research was collected by discussion, interview and conversation. Data from interviews regarding the implementation of SOP for room attendants, public area attendants, and laundry sections (Housekeeping Department) before the covid-19 pandemic, and during the covid-19 pandemic, they were CHSE certified at the Renaissance Bali Uluwatu Hotel Resorts & Spa. So that a conclusion can be drawn about the application of CHSE in the Housekeeping Department at Hotel Renaissance Bali Uluwatu Resort & Spa.

## RESULTS AND DISCUSSION

The implementation of the CHSE SOP for the room attendant is as follows: before starting the process of cleaning the occupied room, there are several steps that must be prepared by the room attendant. The grooming standard for Renaissance Bali Hotel Uluwatu Resort & Spa is Renaissance Hotel housekeeping polo

shirt, black shorts, wearing sandals and make-up for female room attendants, must wear masks and hand gloves that have been provided at the hotel. Implementation of CHSE-certified SOP, which is not checking the room status anymore, but directly equipping the trolley with amenities, guest supplies, complimentary, chemical, equipment, lin-en, towels in accordance with standard operating procedures (SOP) at Hotel Renaissance Bali Uluwatu Resort & Spa. After preparing the trolley, the room attendant is ready to be briefed by the Supervisor and Housekeeper directly at the Housekeeping office. During the briefing room attendant is given an Assignment or Room Boy Control Sheet, where the Supervisor will explain the status of the room, (Vacant Dirty, Occupied, Out Of Order), at the Assignment there is also a room number, room type, reservation status, arrival /departure time, and VIP room. Here is an example of an Assignment or Room Boy Control Sheet:

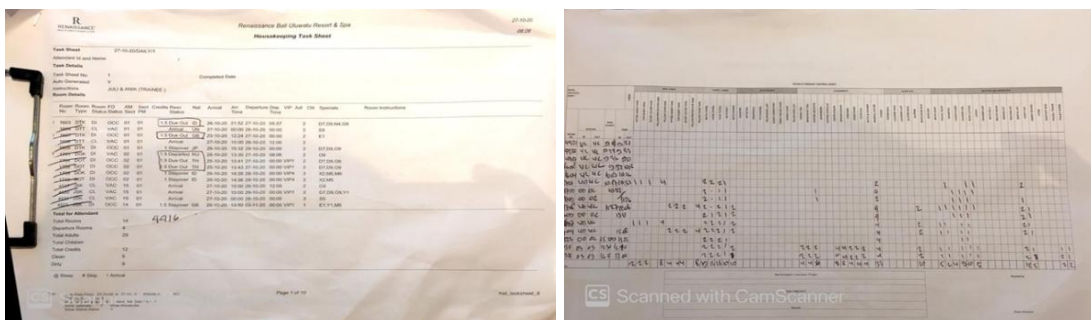


Figure 1. Assignment or room boy control sheet  
 [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

During the Briefing, Hotel Renaissance Bali Uluwatu Resort & Spa also provided Styling Training Calender to the room attendant every day which meant to provide additional knowledge and also to remind each other to trainees as well as Room Attendant, Public Area Attendant and Laundry Section. about the importance of SOP Housekeeping. Here is an example of Styling Training Calender.

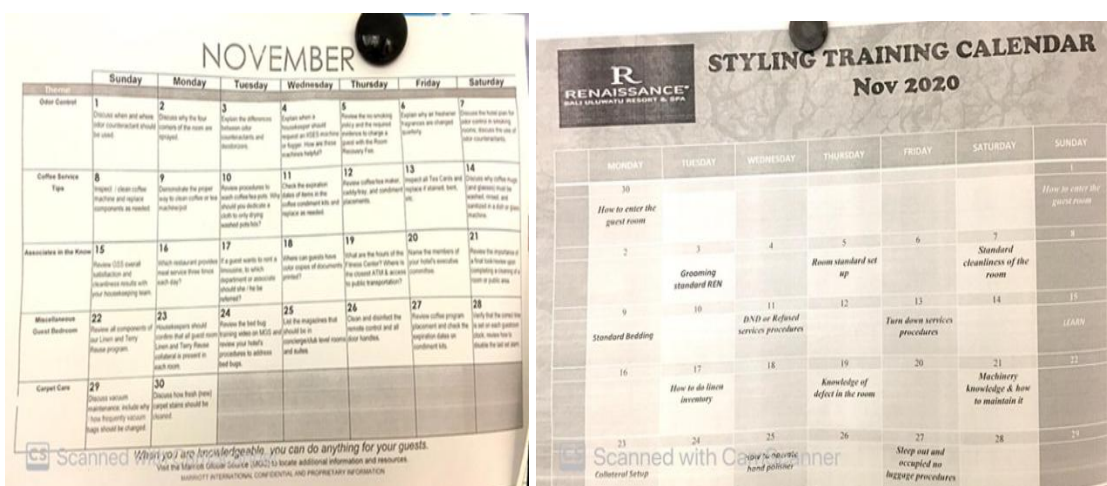


Figure 2. Styling training calander  
 [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

The supervisor also reminded the Room Attendants to support each other between the Styling team and to comply with the health protocol, namely 3M (wearing masks, washing hands and maintaining distance) when in the area or in the room.

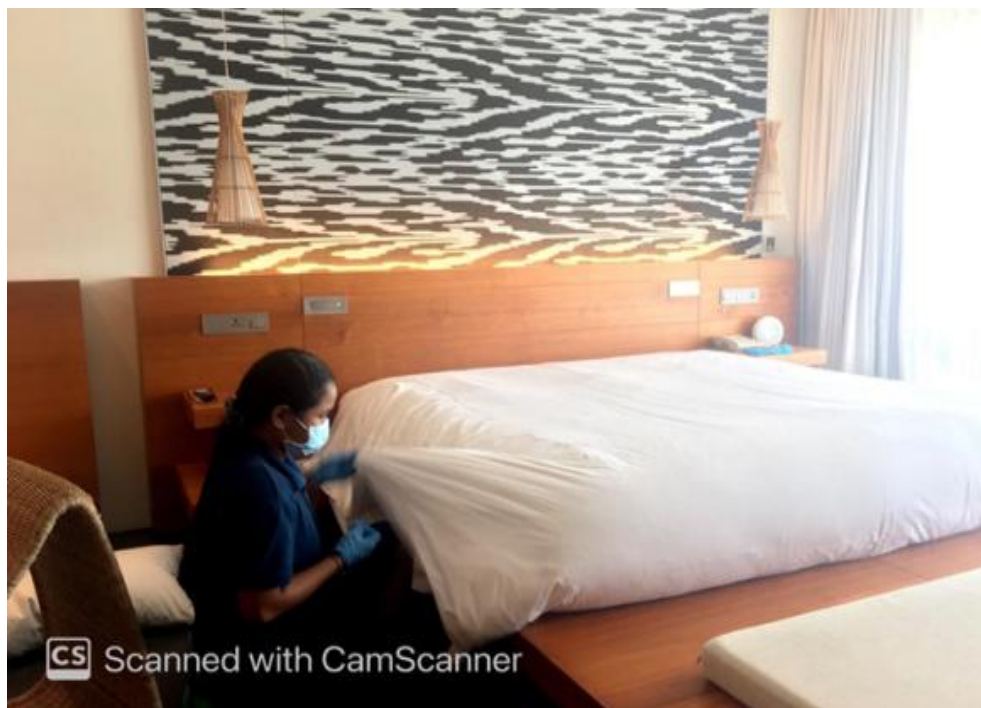


Figure 3. Room attendant adhere to health protocols  
[Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

The first step taken by the room attendant when cleaning the room is to place the Trolley right in front of the door of the room to be cleaned (don't block the Corridor), then knock on the door first (3 times) by saying "Housekeeping" to make sure whether the guest has really left or not. If there is no answer, open the door using the Card Key. After arriving in the room, re-assure the possibility that guests are still in the bathroom by saying "Housekeeping", if it is completely empty, start by turning on the lights first, to illuminate and to find out if any lights are off and don't forget to open day & night curtain the next step is to check around the room, if there are valuables in the room, report it to the Supervisor or just send a photo of the valuable item via the Housekeeping Ambassador group so that later we have evidence when asked by the guest, that the valuable item is lost we have put it in its original place or we have no one to take the item. Next, check the Mini Bar Items contained in the Refrigerator, if they are incomplete, immediately inform the Order Taker so that they are immediately included in the guest bill and the Mini Bar is re-equipped by the Mini Bar Runner/Housemen. And also collect Room Service equipment if any, then call the Room Service section to pick it up in front of the room. If guests request or have dirty clothes to be washed, call the Laundry (Valet) to pick them up.

The next step is to throw garbage from all the trash in the room into the trash bag in the trolley then collect the ashtray and dirty glasses in the room and throw the dirt into the trash bag in the trolley, then soak in the washbasin with warm water. The next step is to collect all the dirty linen in the room, take it to the

trolley to be stored in the dirty linen bag. Then take the required amount of clean linen. Start making the bed, put the bed sheet according to the size (king, queen or single), open the bed sheet with the middle fold right in the middle of the bed so that it symmetrically folds the top under the mattress, the rest of the sheets on the left and right of the bed are folded under the mattress forming 45 degrees then insert the duve into the duve cover spread it on the bed sheet, the left and right ends of the duve are parallel to the width of the mattress as well as the bottom end don't forget to tidy up and tighten the duve until it's neat, last on the bed, put it on pillow cases. After making the bed, wash the ashtray and dirty glasses that have been soaked in warm water, then dry. Next, clean the bathroom starting from the Toilet Bowl, flush the toilet bowl with water then give a cleaning drug or chemical, namely Neutral Bathroom Cleaner, let stand for 5 minutes then rub into all parts of the toilet bowl using a toilet bowl brush then just flush or flush again with water, then dry using an OO towel. Next, clean the part of the wash basin to be cleaned, given a cleaning drug, namely MPC (Multi Purpose Cleaner), rub all parts until clean then rinse with warm water then wipe with an OO towel.

The next step is to clean the shower, wet the shower glass with warm water, give cleaning medicine, namely MPC (Multi Purpose Cleaner) or Glass Cleaner, give cleaning medicine also on the shower room wall, rub the shower glass with a sponge then rub the shower room wall then rinse the shower glass, wall and all the parts that have been scrubbed using warm water then dry with an OO towel, and finally arrange guest belongings neatly. The next step in cleaning the bathroom is cleaning the bath tub with Neutral Bathroom Cleaner and MPC (Multi Purpose Cleaner) rub all parts clean then rinse with warm water then wipe with OO towel. The next step is to put it back in its original place, ashtray, glass drinks, and trash cans, all of which are cleaned and absolutely spotless. The next procedure is to equip the bathroom with the necessary equipment such as: Bath Towel, Hand Towel, Face Towel, Bath Mat, Bath Robe, Bath Soap, Facial Soap, Loofa, Bath Salt, Bath Gel, Shampoo, Conditioner, Shower Cap, Sewing Kit, Shaving Kit, Dental Kit, Vanity Kit, Emery Board, Comb, Body Lotion, Sanitary Bag, Tissue Roll, and Tissue Box. Also complete the Guest Amenities Supplies such as: Paper Bag, Laundry Bag, Slipper, Shoe Shine Bag, Shoe Mat and Stationary such as: Coaster, Note Pad, Pen/Pencil, TV Channel, Telephone List, Guest Directory, Terry Reuse Card, Green Card, and Spa Days. Here are some additional settings that are set on all rooms at Hotel Renaissance Bali Uluwatu Resort & Spa. Additional settings for the implementation of SOP that have been certified CHSE, namely the announcement of the covid-19 prevention method, Hygiene Set and Rest Assured announcement which contains the sentence: (to anticipate your stay, we have cleaned your room according to our hygiene standards high quality, and we have also cleaned your room with a disinfectant including: all bathroom surfaces, knobs + switches, door handles, all electronics + telephones, all shelves and television remote controls. Besides in the rooms, we have also implemented cleaning protocols and state-of-the-art cleaning technology throughout our public spaces. If you would like to inquire about our cleaning practices, please inquire directly with our hotel Cleaning Champion (Housekeeping).

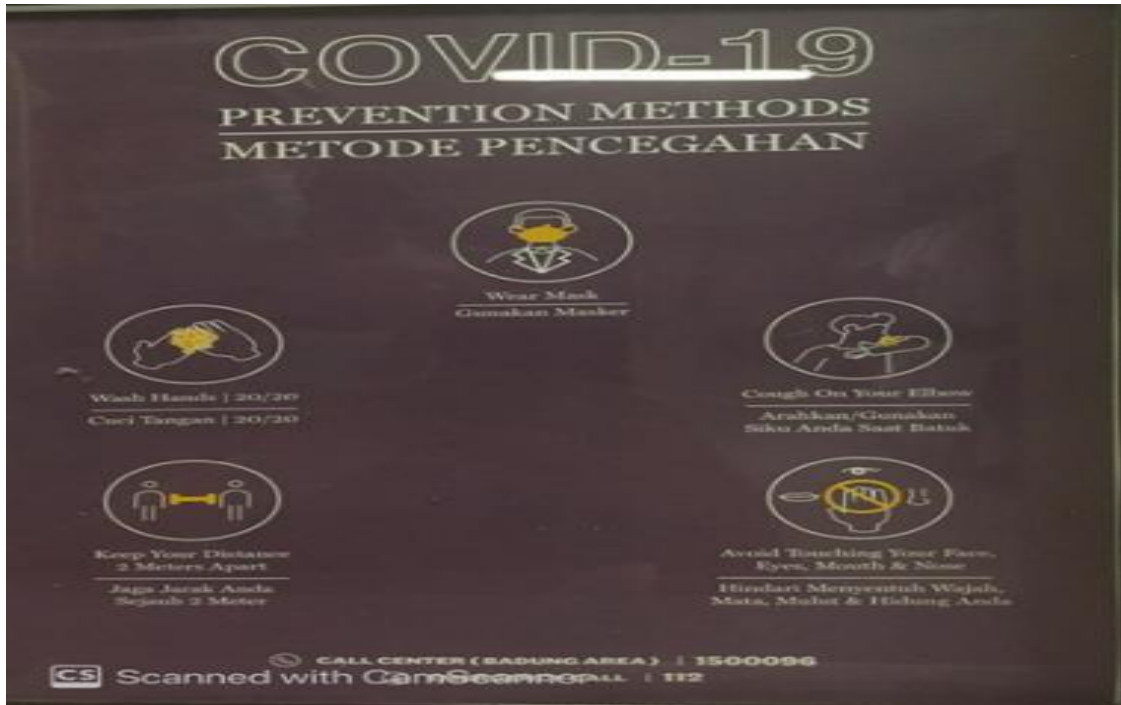


Figure 4. Covid-19 prevention method announcement  
 [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]



Figure 5. Hygiene Set & announcement Rest Assured  
 [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

The next procedure is dusting all room furniture in a clockwise direction, during dusting there is a new SOP application during the covid-19 pandemic after being CHSE certified, namely dusting using chemical Disinfectant and arranging guest belongings neatly without changing the place then clean the carpet from dust by using a vacuum cleaner (Vacuum Cleaner). Then the room lobby duster from the farthest direction from the room and mopping the room from the farthest distance too. When the room work has been completed, the last step that the Room Attendant must take is to check once again to make sure that the room is really clean and tidy, then close the window blinds according to Standard Operating Procedures. The last step is to fill in the Room Attendant Report.

The first step taken by the room attendant when cleaning the check out room is to place the Trolley right in front of the door of the room to be cleaned (don't block the Corridor), then knock on the door first (3 times) by saying "House-keeping" to make sure the guest is right– is it out or not. If there is no answer, open the door using the Card Key, when it is completely empty, start by first turning on the lights, to illuminate and to find out if any lights are off and don't forget to open the day & night curtain. The next step is to check around the room, if there are valuable items in the room, report it to the Supervisor or just send a photo of the valuable item via the Housekeeping Ambassador group. The next procedure is to check the Mini Bar Items contained in the Refrigerator if it is incomplete, immediately inform the Order Taker so that it is immediately included in the guest bill, and the Mini Bar is re-equipped by the Mini Bar Runner/Housemen. And also collect Room Service equipment if any, then call the Room Service section to pick it up in front of the room. The next step is to throw trash from all the trash in the room into the trash bag in the trolley then collect the ashtray and dirty glasses in the room and throw the dirt into the trash bag in the trolley, then soak in the washbasin with warm water.

The next step is to collect all the dirty linen in the room, take it to the trolley to be stored in the dirty linen bag. Then take the required amount of clean linen. Start making the bed, put the bed sheet according to the size (king, queen or single), open the bed sheet with the middle fold right in the middle of the bed so that it symmetrically folds the top under the mattress, the rest of the sheets on the left and right of the bed are folded under the mattress form 45 degrees then insert the duve into the duve cover spread it on the bed sheet, the left and right ends of the duve are parallel to the width of the mattress as well as the bottom end don't forget to tidy up and tighten the duve until it's neat, last hold on the bed, attach the pillow case . After making the bed, wash the ashtray and dirty glasses that have been soaked in warm water, then dry. Next, clean the bathroom starting from the Toilet Bowl, flush the toilet bowl with water then give a cleaning drug or chemical, namely Neutral Bathroom Cleaner, let stand for 5 minutes then rub into all parts of the toilet bowl using a toilet bowl brush then just flush or flush again with water, then dry using an OO towel. Next, clean the part of the wash basin to be cleaned, given a cleaning drug, namely MPC (Multi Purpose Cleaner), rub all parts until clean then rinse with warm water and then wipe with an OO towel. The next step is to clean the shower, wet the shower glass with warm water, give cleaning medicine, namely MPC (Multi Purpose Cleaner) or Glass Cleaner, give cleaning medicine also on the shower room wall, rub the shower glass with a sponge then rub the shower room wall then rinse the shower glass, wall and all the parts that have been rubbed using warm water then dry with an OO towel.



The next step in cleaning the bathroom is cleaning the bath tub with Neutral Bathroom Cleaner and MPC (Multi Purpose Cleaner) rub all parts clean then rinse with warm water and then wipe with an OO towel. The next step is to put it back in the original place of the ashtray, drinking glass, and trash can, all of which have been cleaned and are really clean. The next procedure is to equip the bathroom with the necessary equipment such as: Bath Towel, Hand Towel, Face Towel, Bath Mat, Bath Robe, Bath Soap, Facial Soap, Loofa, Bath Salt, Bath Gel, Shampoo, Conditioner, Shower Cap, Sewing Kit, Shaving Kit, Dental Kit, Vanity Kit, Emery Board, Comb, Body Lotion, Sanitary Bag, Tissue Roll, and Tissue Box. Also complete the Guest Amenities Supplies such as: Paper Bag, Laundry Bag, Slipper, Shoe Shine Bag, Shoe Mit and Stationary such as: Coaster, Note Pad, Pen/Pencil, TV Channel, Telephone List, Guest Directory, Terry Reuse Card, Green Card, and Spa Days in accordance with the SOP at Hotel Renaissance Bali Uluwatu Resort & Spa. The next procedure is dusting all room furniture in a clockwise direction and then cleaning the carpet from dust using a Vacuum Cleaner. Then the lobby duster room from the farthest direction from the room and mopping the room from the farthest distance too. When the room work has been completed, the last step that the Room Attendant must take is to check once again to make sure that the room is really clean and tidy, then close the window blinds according to the Standard Operating Procedure. The last step is to fill in the Room Attendant Report.

The application of a CHSE-certified SOP with a room status of “occupied room” is exactly the same as a CHSE-certified SOP with a “check out” room status”. The difference is that they are required to wear masks or hand gloves when working, after cleaning the bathroom, the occupied room, the room attendant rearranges the guest's belongings, while the check out room does not rearrange the guests' belongings but sets them back according to standard operating procedures. in the room. And there are also differences in the application of SOPs that have been certified CHSE with the status of a "check out room" room, namely before cleaning, the room must be sprayed with disinfectant and then left for one night. Here is a photo of the room attendant ready to spray disinfectant into the room with a complete Health Protocol.



Figure 6. Room attendants ready to spray disinfectant into guest room [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

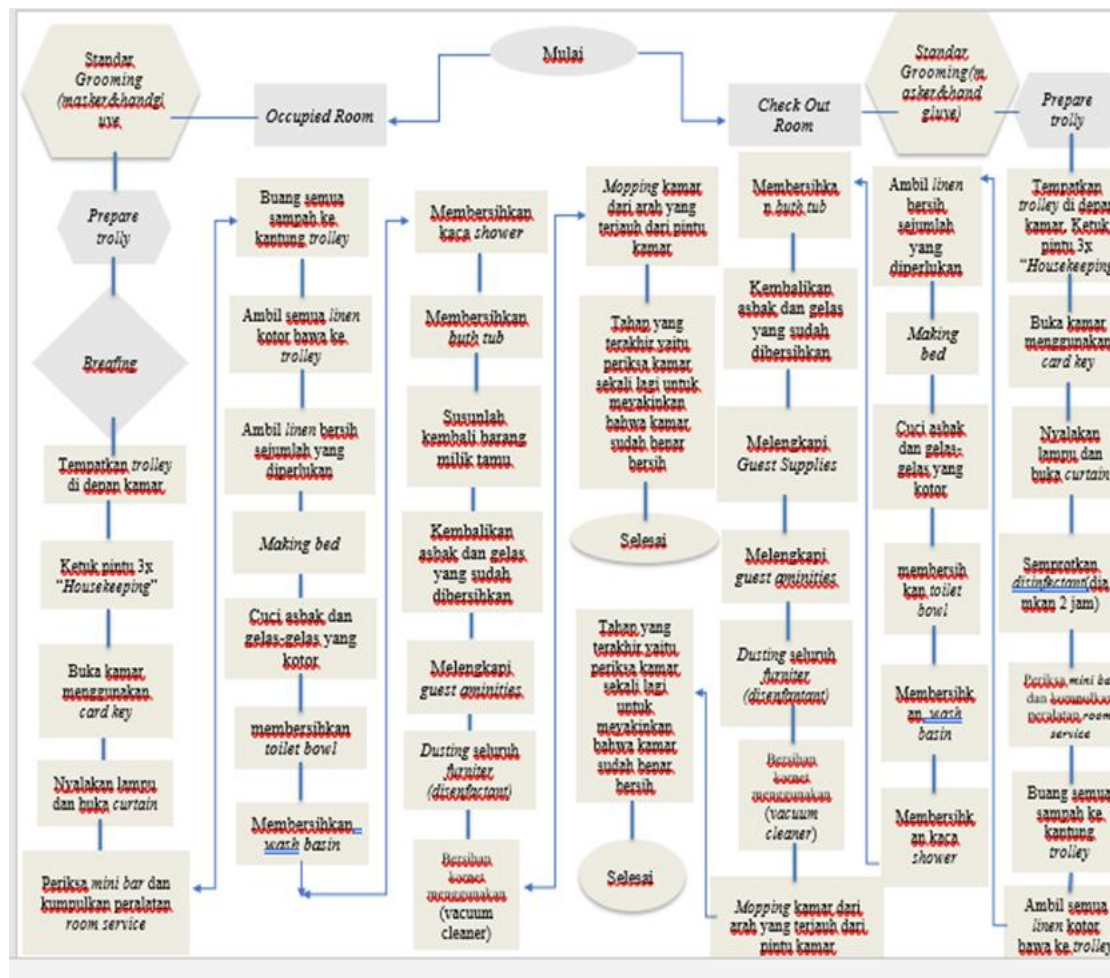


Figure 7. Flowchart of CHSE implementation in occupied room and check out room

[Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

Public area section is a section or section in the housekeeping department which is in charge of cleaning and maintaining public areas which include offices (offices) and public areas (public areas). The public area must be cleaned every 1 hour because the rooms in this public area have a higher occupancy/arrival rate than guest rooms. Included in the areas cleaned by the public area attendant are: Lobby, Elevator, Stairs, Corridor, All Rest Room, Meeting Room (Meeting Room), Employee Room (Locker), Function Room, Fitness Center (Gymnastic), Swimming Pool (Swimming Pool), and Children's Playground. The researcher only research in the lobby (front office) because the lobby is a very important part, the face of the hotel itself, and can be said to be the heart of the hotel, for that cleanliness here is very mandatory to be maintained.

Before starting the process of cleaning the lobby area, there are several steps that must be prepared by the public area attendant in accordance with standard operating procedures (SOP) at Hotel Renaissance Bali Uluwatu Resort & Spa. The grooming standard for the Renaissance Hotel Bali Uluwatu Resort & Spa is a Renaissance Hotel housekeeping polo shirt, black shorts, wearing sandals, make-up for the female public area attendant, must wear a mask and hand gloves that have been provided at the hotel. All public area attendants have worn uniforms in accordance with the standards set by Hotel Renaissance Bali Uluwatu

Resort & Spa. The cleaning procedure stage that will be carried out in the Lobby is in accordance with the CHSE-certified SOP at the Renaissance Bali Uluwatu Resort & Spa Hotel, includes preparing equipment and cleaning materials to support cleanliness, replacing and cleaning rest rooms, cleaning dirty ashtrays, picking up scattered trash and reporting guest items left behind to the supervisor, cleaning trash cans, cleaning all glass and windows, dust furniture, decoration and lobby telephones, remove stains on walls and pictures, and beside each picture frame, clean floor tiles (mopping), clean area carpets using a vacuum, tidy up furniture, sofas and chairs if necessary, if there are ants or cockroaches in the lobby area contact pest control immediately.

In accordance with the implementation of SOP that have been certified CHSE at the Renaissance Bali Uluwatu Resort & Spa Hotel, namely every rest room is sprayed with disinfectant every two hours, there is also a body temperature check and hand sanitizer in front of the lobby, hand sanitizer. In front of each lift and in the lift, hand sanitizer is also provided in front of each Rest Room, Meeting Room, Employee Room (Locker), Function Room, Fitness Center (Gymnastic), Swimming Pool (Swimming Pool), Restaurant, Bar, Parking and Children's Playground. The supervisor also reminded the Room Attendants to support each other between the Styling team and comply with the health protocol, 3M (wearing masks, washing hands and maintaining distance) when in the area or in the room.



Figure 8. Announcement behind all rest room doors at Hotel Renaissance Bali Uluwatu Resort & Spa  
[Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]



Figure 9. Check body temperature in lobby and hand sanitizer in front of rest room  
 [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

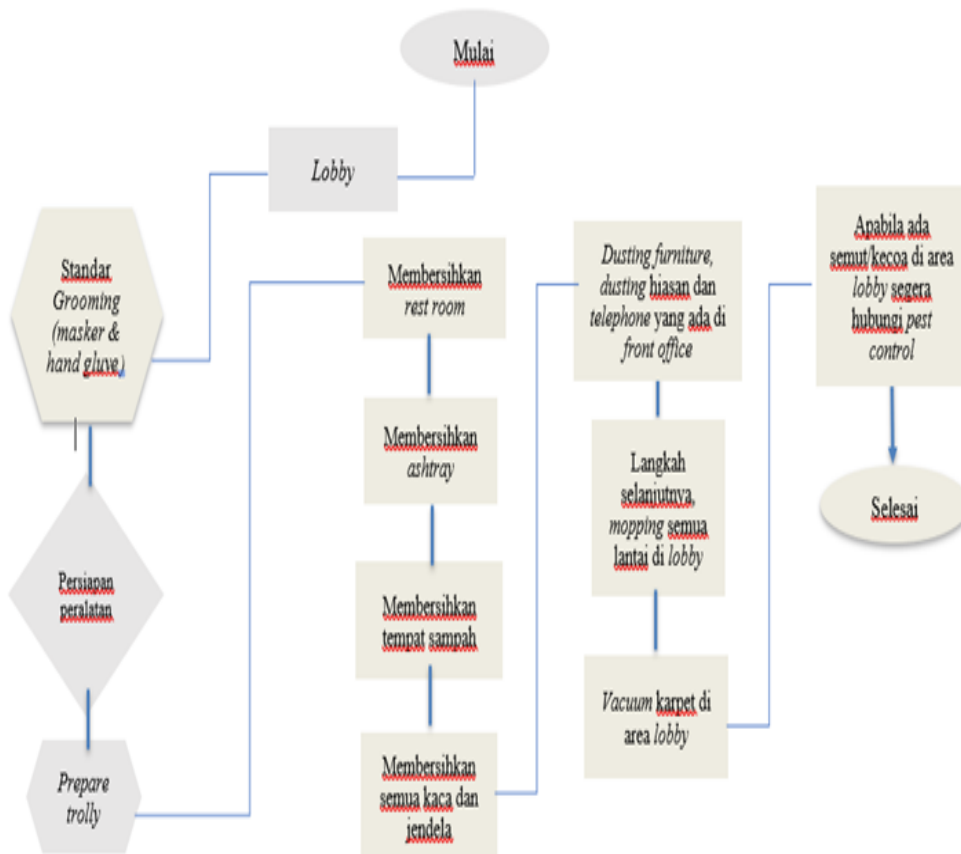


Figure 10 Flowchart of CHSE implementation in the lobby  
 [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

There are several steps that must be prepared by the laundry section in accordance with standard operating procedures (SOP) at Hotel Renaissance Bali Uluwatu Resort & Spa. The grooming standards for Renaissance Bali Hotel Uluwatu Resort & Spa are polo housekeeping Hotel Renaissance black shorts, wearing sandals, make-up for public area attendant Women, must wear masks and hand gloves that have been provided at the hotel. In washing guest clothes at Hotel Renaissance Bali Uluwatu Resort & Spa. The first step is taking guest clothes, taking guest clothes is known from the information that has been notified by the room attendant, or also from guests who directly call the House-keeping Office to immediately take the clothes that they want to wash immediately. Then, the Housekeeping Office (order taker) notifies the information to the Laundry section. Then the laundry staff immediately took the clothes to be washed in the guest room.

Arriving in the guest room, the laundry staff knocked on the room door 3 times by saying "laundry service" if there was no answer from inside the room, start opening the door slowly and say "laundry service" then see what clothes are there on the laundry list to be washed, then put it in the laundry bag. If there is a guest in the room, before entering the door knocks 3 times by saying "laundry service", if there is an answer, enter immediately and greet, then immediately see the laundry list and put the clothes into the laundry bag, then give a sign such as the room number on the laundry guest's bag before the clothes are taken to the laundry. Furthermore, the sorting is done by the laundry staff, sorting is done according to the material, type, and color of the clothes. Then the clothes that have been sorted are put into the washing machine and add the appropriate chemical for the clothes. After washing, the laundry staff transfers the washed clothes to the dryer. This is done only by the laundry staff because clothes should not be put into the dryer carelessly, because the clothes that will be put into the dryer must match the material and type. Then pressing or ironing, ironing is done using a garment press (depending on the clothes according to the type of fabric). Here is a picture of the laundry section ironing one of the guest's clothes by implementing the Health protocol.



Figure 11. The laundry section is ironing one of the guest's clothes by applying the health protocol

[Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

After being ironed and then given perfume after that the laundry staff will immediately pack it with plastic to make it look neat and not wrinkled. The last stage is to deliver clothes to the guest room, the guest clothes delivery is only done by the laundry section staff because the delivery part is related to money, before entering the room we knock on the door 3 times by saying "laundry service" as in the first point. When delivering guest clothes, the laundry section staff does not forget to bring the billing, then the bill-ing is given to the guest so that the guest signs it, the guest can also pay the laundry cash directly, and the laundry section staff informs the housekeeping room if the laundry has been paid in cash.

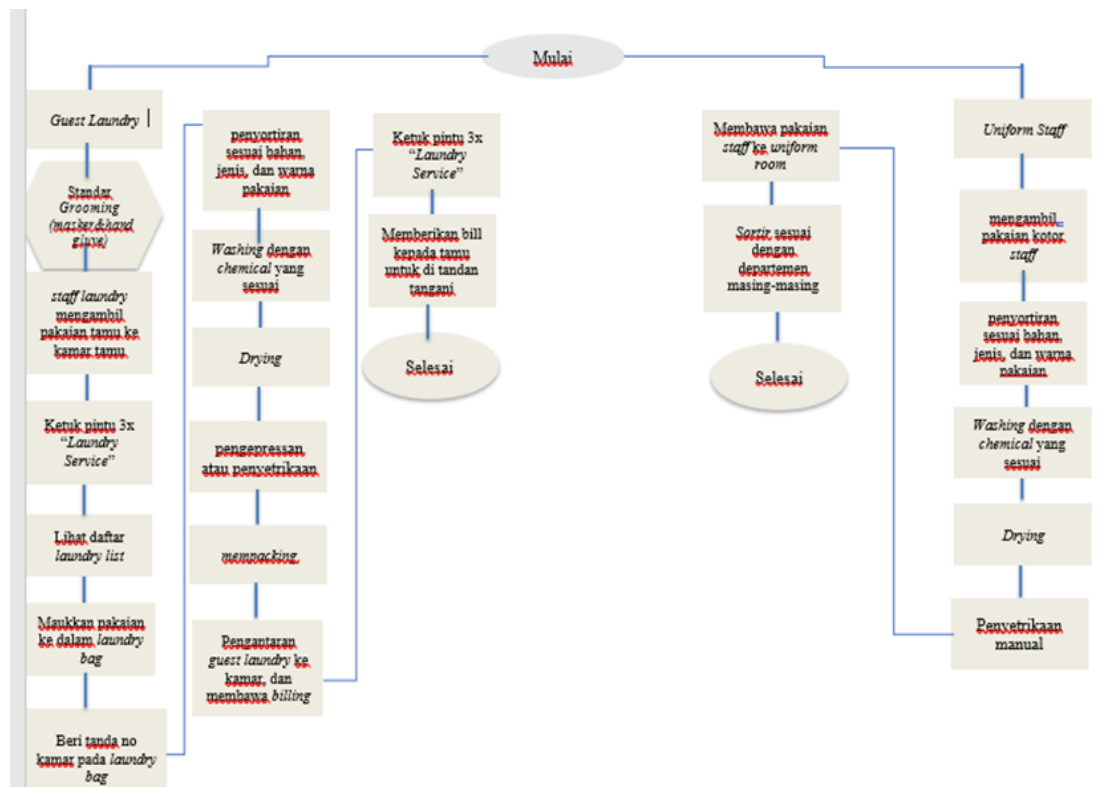


Figure 12. Flowchart Implementation CHSE on guest laundry & uniform staff [Source: Housekeeping Department Bali Uluwatu Resort & Spa, 2021]

Before starting the process of washing staff clothes, there are several steps that must be prepared by the laundry section in accordance with standard operating procedures (SOP) at Hotel Re-naissance Bali Uluwatu Resort & Spa. The grooming standard for Renaissance Hotel Bali Uluwatu Resort & Spa is Renaissance Hotel housekeeping polo shirt, black shorts, wearing sandals, make-up for female public area attendants, required to wear masks and hand gloves that have been provided when washing staff uniforms. Standard Operating Procedures (SOP) after being CHSE certified in the washing of all staff clothes at the Renaissance Bali Uluwatu Resort & Spa Hotel, the first step for the laundry staff to take all the staff's dirty clothes in a place that has been provided to put dirty clothes, then when it is in the laundry Sorting is done, all the staff's clothes are sorted one by one according to the material, type, and color of the clothes. Then the clothes that have been sorted are put into the washing machine and add the appropriate chemical for the clothes. After washing, the laundry staff transfers the washed

clothes to the dryer. This is done only by the laundry staff because clothes should not be put into the dryer haphazardly, because the clothes that will be put into the dryer must match the material and type. The next procedure is to do pressing or ironing, ironing is done using a garment press or manual ironing only (depending on the type of clothing). After ironing then given perfume. The last procedure is to bring all the staff's clothes to the uniform room where there will be sorting of staff clothes according to their respective departments.

## CONCLUSION

It can be concluded that the implementation of SOP prior to the covid-19 pandemic at the room attendant (occupied room & check out room), public area attendant (lobby), and laundry section (guest laundry & uniform staff) at Hotel Renaissance Bali Uluwatu Resort & Spa are as follows: Implementation of SOP with room status "occupied room" is exactly the same as SOP (standard operating procedures) with the status of the room "check out room", the difference is that after cleaning the bathroom, the occupied room, the room attendant re-arranges the guest's belongings, while the check out room does not rearrange the guest's belongings but Set back according to in the room.

Implementation of SOPs in the lobby, namely grooming, cleaning rest rooms, cleaning ashtrays, cleaning trash cans, cleaning all glass and windows, dusting furniture, decorations and lobby telephones, removing stains on walls and pictures, mop-ping, cleaning carpets area using a vacuum, tidying up furniture, sofas and chairs if necessary.

Application of SOP at Laundry Guest & Uniform Staff includes both have a washing method with the first step, which is sorting according to the material, type, and color of clothes. Then after being sorted, put into the washing machine and add the appropriate chemical to the clothes. Transfer to the dryer according to the ingredients, and the type. Next is to do pressing or ironing (depending on the clothes according to the type of fabric) after being ironed and then given perfume. The last guest laundry procedure is to bring the guest laundry clothes to the room, while the uniform staff procedure is to take them to the uniform room where the staff clothes will be sorted according to their respective departments.

The implementation of SOP has been certified CHSE to the room attendant (occupied room & check out room), public area attendant (lobby), and laundry section (guest laundry & uniform staff) at Hotel Renaissance Bali Uluwatu Resort & Spa, namely on (occupied room & check out room) there was a change, before the covid-19 pandemic the room attendant checked the room status was changed by holding a briefing, before cleaning the check out room there was an additional SOP, namely spraying Disinfectant into the room and then leaving it for one night, before working there was an additional grooming must use (mask & hand glove), additional set up in the room, namely (announcement of covid-19 prevention method, Hygiene Set, announcement rest assured) when dusting in the room it is mandatory to use chemical disinfectant.

In the public area, there are additional SOPs, namely cleaning the rest room area, which must be sprayed with disinfectant every two hours, and additional set ups in the lobby such as checking body temperature and hand sanitizer in front of the lobby, hand sanitizer in front of each in the lift and in the lift, hand sanitizer is also provided in front of each rest room, meeting room, employee room (locker), function room, fitness center (gymnastic), swimming pool (swimming pool), restaurant, bar, parking and children's playground.

In laundry, there is an addition of SOP , namely grooming must use (mask & hand glove) to pick up and deliver Guest Laundry as well as during the sorting process, washing, because it can prevent transmission of Covid-19 from guests and in the Hotel Renaissance Bali Uluwatu Resorts & Spa area.

#### ACKNOWLEDGEMENT

The authors would thank International Journal of Travel, Hospitality and Events which publishes this article as a research result.

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