

HYGIENE AND SANITATION DURING THE COVID-19 PANDEMIC AT THE FOOD AND BEVERAGE SERVICE DEPARTMENT SINABUNG HILLS BERASTAGI HOTEL

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ABSTRACT

Hygiene is a health effort by maintaining and protecting the cleanliness of the subject, while sanitation is a health effort by maintaining and protecting the environmental cleanliness of the subject. This study aims to determine the extent to which Hygiene and sanitation can be applied in such matters as selecting food ingredients, maintaining the cleanliness of food storage, keeping equipment clean and maintaining personal hygiene of the employees on duty at the Sinabung Hills Berastagi hotel. During the Covid-19 pandemic, hygiene and sanitation were further improved in the tourism industry, especially in hotels and restaurants. Hotels and restaurants must pay attention to the application of hygiene and sanitation so that guests who come to a restaurant or hotel feel safe and comfortable. The results of interviews in this study indicate that the application of hygiene and sanitation by staff in the Food and Beverage Department is still not optimally implemented, the results of interviews with managers in term of supervision showed that supervisor are still not optimal so that the implementation of hygiene and sanitation has not been carried out properly. The results of the questionnaire given to guests showed that 43.5% of guests expressed satisfaction while 56.5% of guests expressed dissatisfaction with the application of hygiene and sanitation during operational times at the food and beverage service at Hotel Sinabung Hills Berastagi.

Keywords: *Higiyene, Sanitation, waiters, implementation , guest satisfaction*

A.INTRODUCTION

Indonesia is a country that has natural beauty and cultural diversity, so there's need to be an increase in the tourism sector which is considered a profitable sector in increasing income for the country. However, at the end of 2019 the world was hit by a COVID-19 pandemic, so it really affected the tourism sector where according to data from the World Tourism Organization (WTO) in 2020 for one year during the pandemic there was a significant decrease in tourist visits to one billion or 74%.

Hotel is a company that is managed to provide lodging, dining, and beverage facilities and services to guests and is able to pay at a reasonable price in accordance with the services received to guests as well as other supporting services that are open to the public for 24 hours and aim to benefit. The hotel also has several departments and one of them is the Food and Beverage Department. This section handles the

serving of food and beverages in a hotel. Restaurant is also a section in the Food and Beverage Department.

The person who responsible in running the operation of a restaurant in a hotel are waiter/waitress, supervisors and a Manager. They also take care of hygiene and sanitation in restaurant especially during operational. Hygiene is a health effort by maintaining and protecting the cleanliness of the subject, while sanitation is a health effort by maintaining and protecting the environmental cleanliness of the subject. Hygiene and sanitation can be applied such as selecting food ingredients, keeping food storage clean, keeping equipments clean, maintaining personal hygiene. During the Covid-19 pandemic, hygiene and sanitation play an important role in the world of tourism, especially in hotels or restaurants. Hotels or restaurants must pay attention to the application of hygiene and sanitation so that guests who

come to the restaurant or hotel feel comfortable and safe.

The author has seen that there are guests often complaint in the Restaurant and at the Banquet. The guests also complaints about the food in the restaurant, as well as hygiene and sanitation of equipments and the operational environment in the restaurant and at the banquet. Especially during this pandemic, it is very important to maintain hygiene and sanitation on equipments at the Food and Beverage Service outlets as well as cleanliness therestaurant and banquet room environment at the Food and Beverage Service outlets, so that guests could fell safe and comfortable while having breakfast, lunch or dinner.

Based on the problem to be analyzed, the author will identify the following problems:

1. How is the implementation of Hygiene and Sanitation in Operational Food and Beverage Service at Hotel Sinabung Hills Berastagi?
2. How is the supervision at Food and Beverage Service outlets at the Sinabung Hills Berastagi Hotel?
3. How is guest satisfaction in Food and Beverage Service outlets at Hotel Sinabung Hills Berastagi?

B.THEORETICAL BASIS

1. The implementation of Hygiene and Sanitation in Operational Food and Beverage Service

Hygiene is a health effort by maintaining and protecting the cleanliness of the subject. According to Sari in Surono (2016:89) "Hygiene includes all conditions and practices, lifestyle, place conditions and so on along the production chain, which are needed to ensure food safety."

Meanwhile, according to Suma'mur (2013:473) "Hygiene is protecting workers and the community around a company or industry from hazards, especially physical, chemical and biological factors that may arise due to the operation of a production process."

According to Wahyunanto and Topowijonoin Shadily (1989:289) "Hygiene is a science that studies health." In another explanation we can describe that hygiene is the science of health and prevention of disease, that we can prevent the spreads of disease by following these instructions : washing hands before starting work, cleaning the food storage

area when after using the food storage area, maintaining the cleanliness of the equipment used, and maintaining the cleanliness of the work area so that there is no emergence of disease / germs that can endanger health.

According to Sari in Rejeki (2015:2) "Sanitation is a disease prevention effort that focuses on environmental health activities." Thus, sanitation is a person's efforts and actions towards the surrounding environment so that it is conditioned to be clean and healthy. A clean and healthy environment indicates free from a disease. So that the creation of the environment must be carried out in such a way as to prevent the emergence of disease-causing bacteria that can harm humans

Meanwhile, according to Wahyunanto and Topowijono (Atmodjo and Fauziah, 2007) said that "sanitation is a health effort that focuses on monitoring various environmental factors that can affect health status by reducing germs contained in the human environment." What is meant by the above understanding is that the meaning of the word sanitation is the application of principles that will help us to maintain health, improve performance that threatens health, or restore human health

According to Sari in Surono (2016:89) "Sanitation in the food industry means cleaning all surfaces, both floors, tables and equipment, as well as workers who come into contact with food products through effective treatment in destroying microbes that endanger public health, and substantially reducing the number of other unwanted microbes, but without compromising food safety for consumers." From this exposure, disease can be caused by the food consumed. However, creating an effective environment can help prevent the spread of the disease

This is in line with the previous opinion that it is necessary to clean objects that are in direct contact with food in the processing environment so that they will not endanger health. In the service of all the needs needed in the tourism business, such as accommodation services, restaurants, bars, fitness centers, transport-tation, and so on, which not only displays quality, taste of cuisine, comfort, but a very important factor is related to comfort. and certainty or guarantee of hygiene for health according to the purpose of people to enjoy

these facilities for the sake of their survival, hygiene and sanitation.

Managing all the facilities offered in a professional manner must be in accordance with applicable health regulations, so that service users get their own enjoyment with health insurance. The scope of sanitation covers the following aspects; (1) Provision of clean water/drinking water, (2) waste management, (3) food and beverage processing, (4) insect and rodent control/control, (5) occupational health and safety, (6) labor/work

According to Fortune (Wahyunanto and Topowijono, 2018) "Personal hygiene is one's efforts to maintain one's own health and hygiene." Maintaining personal hygiene and health must be done to avoid food contamination that can interfere with customer health, both physically and psychologically. The purpose of the importance of personal hygiene is to improve a person's health status, prevent disease and increase confidence for employees and restaurant owners in serving customers. The factors that affect personal hygiene are; (1) Body image, (2) Social practice, (3) Socio-economic status, (4) Knowledge.

Some efforts that can be made to maintain personal hygiene are: (1) Maintaining personal hygiene, clothing, restaurants and their environment. Some efforts can be made, such as bathing 2 times a day, washing hands before and after eating and defecating and urinating according to the place, (2) Eating healthy food and free from disease, (3) Regular lifestyle with proper sleep. sufficient, (4) Increase endurance and physical health by exercising frequently, (5) Avoid direct contact with sources of disease by always using gloves when taking raw food ingredients such as fish, (6) Equip restaurants with capable facilities ensure a healthy life such as having healthy water sources and having healthy and clean latrines, (7) Health checks by checking with a doctor regarding body health. In addition, personal hygiene efforts can be carried out in ways including, among others; a) Skin hygiene, b) Keeping hair clean, c) Keeping teeth clean, d) Keeping eyes clean, e) Keeping ears clean, f) Taking action to keep hands and nails clean.

During Covid-19, employees who operate in restaurants can implement the guidelines below; (1) Restaurant staff are required to wear

masks and gloves in carrying out their duties; (2) Allows for maintaining sufficient distance between tables & chairs, preferably at least 1 meter, and recommends that guests do takeaway; (3) Ensure all products/ingredients for restaurants, cafes or bars are obtained from licensed/official food sources; (4) Disposable gloves should be worn when handling used trays, plates, boxes and utensils; (5) Cover food properly to prevent contamination; (6) Do not put/store personal items in the food preparation section. Locker areas should be provided for the storage of personal belongings; (7) Do not use broken or damaged items because they can be a place for germs to hide; (8) Use separate cutting boards, knives and other utensils for raw and cooked (cooked) food to prevent cross-contamination; (9) Wash reusable dishes and cutlery that have been washed in the dishwasher with dish soap and hot water as usual; (10) All restaurant staff who work in the kitchen are required to wear masks and disposable gloves when carrying out their work; (11) Any single-use equipment must be disposed of with other general waste; (12) Store cooked/ready-to-eat foods on top of raw foods in the refrigerator; (13) When processing, serving and cleaning food has been completed, all PPE must be tied (not reopened) and disposed of or destroyed; (14) All staff on duty in restaurants and kitchens are required to practice clean living behavior.

According to Purwiyatno (Yulianto and Nurcholis, 2015), to be able to do a good job without having to worry about contaminating the food products they handle, workers in the kitchen need to pay attention to several things regarding the following equipment: a). Workers must wear clean and decent clothing. Generally, white clothes are highly recommended, especially for workers in the food and beverage department. b). Workers in the kitchen should not wear watches, necklaces, earrings, rings, and other small objects that are easily broken or lost. c). Workers should wear clothes of the right size. The buttons on the shirt are properly attached so they don't break easily, fall off, and get mixed in with the food being processed. d). The number of uniforms provided should be sufficient. Uniforms are only worn at work. e). Workers should always wear hair coverings. This aims to protect the possibility of falling hair or dandruff into food

processing equipment or into food dough. In addition, the use of hats and hair coverings can also help absorb sweat on the forehead so that the fall of sweat on food can be avoided. f). Workers must maintain the cleanliness of their fingernails and toenails, by cutting them short, neatly and cleanly.

2. The Supervision in Food and Beverage Department

According to Heriyanto and Dadang (Sarwoto, 1993:107) the notion of "a supervisor is a person within an organization who is responsible for his work group". Meanwhile, Heriyanto and Dadang (Moekijat, 1990) "Supervisors are company members who are responsible for the work of their subordinates to higher management." Then Susilo and Siti (Raphael, Kavanaugh and Ninemeire, 2000: 21) stated that "Supervisor is someone who is responsible starting from the lower level or other jobs that do not have a supervisor who is responsible for them."

According to Sururi (Kos and Rosenzweig, 1981) the term "supervision in organizational processes is general so that there are several very varied meanings such as conducting detailed inspections, regulating smoothness, comparing with standards, trying to direct or assigning, and limiting or restraining it." Meanwhile, Ratri (DjatiJulitriarsa, 1998: 101) reveals "Supervision is an action or process of activity to find out the results of implementation, errors, failures, to then make improvements and prevent the recurrence of those mistakes, as well as maintaining the implementation is not different from the plan set. ". From that according to Wahyuni (Bartono and Ruffino, 2010:41) "The purpose of supervision is so that the work target is achieved by supervising all the resources used, both resources and production factors are used efficiently and effectively to achieve the target."

From the above understanding we can conclude that a supervisor is someone who has a position to supervise, direct members so that the implementation of their work can run well in accordance with existing company regulations. While supervision is a process of activities carried out at the time of work so that the results of the work carried out are in accordance with the work plan.

In essence, all hotel work is carried out by humans, which in this case are implementing employees, including managers and supervisors. If in other industries the role of humans can be replaced by machines, it is difficult to do in hotels or tourism, because these industries rely on interaction between humans, namely tourists and other humans, namely employees, all people who serve and run public services.

In order for this service to be maximal and satisfying, the people who serve need to be supervised. This is where the task of a supervisor is difficult, namely supervising workers who carry out services, administrative work, production and other services in the department that operates the hotel. Supervising and directing humans is definitely not as easy as running a machine, no matter how big the type of machine is.

3. Guest Satisfaction

Customer satisfaction according to Ettah and Pondaag (Kotler, 2014: 150) "Feelings of pleasure or disappointment that arise after comparing the performance (outcome) of the product thought to the performance (or result) expected." Meanwhile, according to Panjaitan (Lovelock and Wright, 2007:102) states that "satisfaction is an emotional state, their post-purchase reaction, can be anger, dissatisfaction, irritation, neutrality, joy and pleasure." According to Tjiptono and Chandra (2017: 205) defines "service quality as a measure of how well the level of service provided is able to meet customer expectations."

According to Junaedi and Fauziah (Wursanto, 2006:55), guests are guests of organizations, agencies, institutions, or companies, namely people, either as envoys of officials from an institution or as individuals, who visit other institutions for official purposes, as well as for personal interests. personal. Meanwhile, according to Wisnu and Putra (Sujatno, 2006: 6-7) "guests are people who want the services provided by the hotel".

C. RESEARCH METHODOLOGY

The subject of the research are waiters, Supervisor and guests at Food and Beverage Department and the object of the research are implementation Hygiene and Sanitation, supervision and guest satisfaction. The research

location at Food and Beverage Department Sinabung Hills Berastagi. The data or information collected in the form of questionnaires to the guests and interview to Supervisor and FB Manager is processed by the author herself either directly from the object. Data obtained from direct interviews with supervisors. Primary data is data that refers to information collected from existing sources and processed by other people or other organizations. Secondary data can be obtained from books, company data, company sales. Data collection techniques in the form of interviews were conducted to clarify existing problems.

D. RESULTS AND DISCUSSION

1. Analysis the Implementation of Hygiene and Sanitation in Operational Food and Beverage Department

To find out the implementation of hygiene and sanitation by waiters in the operational food and beverage service department, the authors conducted interviews with supervisors :

a. Author : Do the waiters/waitress wash their hands with soap before starting operations in the restaurant?

Supervisor : Yes, waiters/waitresses wash their hands with soap before starting operations at the restaurant.

b. Author : Do the waiters/waitress check body temperature and provide hand sanitizer to guests who will enter the restaurant?

Supervisor : To check the body temperature the waiters/waitress never do it but to give hand sanitizer to guests it is only done at breakfast.

c. Author : Do waiters/waitresses always wear masks and gloves when doing guest service?

Supervisor : To wear gloves, waiters/waitresses do not always wear them but wear masks, waiters/waitresses always wear them during guest service and during operations.

d. Author : Do the waiters/waitress always polish the equipment in the food and beverage service outlets by using hot water?

Supervisor : Waiters/waitresses never polish equipment using hot water.

e. Author : Do the waiters/waitresses enforce social distancing from guests at the buffet table or at the bench in the restaurant or at the banquet?

Supervisor : Waiters/waitresses do not enforce social distancing when guests are at the buffet

table and the waiters/waitress seats do not cross marks on the bench where the bench cannot be occupied.

f. Author : Do the waiters/waitress mop the floor with cleaning liquid and spray disinfectant liquid into the restaurant or at the banquet?

Supervisor : Waiters/waitresses have never sprayed disinfectant into the restaurant or banquet, but mopping the floor with cleaning fluid is always done before the operation or after breakfast.

g. Author : Do the waiters/waitress replace the goblets in the hallroom/meetingroom before the hallroom/meetingroom is used?

Supervisor : Waiters/waitresses don't always replace the goblets in the hallroom/meetingroom before the hallroom/meetingroom is used.

h. Author : Do the waiters/waitresses when delivering room service wear masks, gloves and cover their food with plastic wrap?

Supervisor: waiters/waitresses when delivering room service always wear masks but don't always use gloves and food is only covered with a food cover/do not use plastic wrap.

i. Author : Do the waiters/waitress always check the cleanliness of the equipment storage area/side board?

Supervisor : waiters/waitresses do not always check the cleanliness of the equipment storage area/side board.

j. Author : Do waiters/waitresses know the importance of implementing hygiene and sanitation during the Covid-19 pandemic?

Supervisor : Waiters/waitresses know the importance of implementing hygiene and sanitation during the Covid-19 pandemic.

2. Analysis the Supervision on Food and Beverage Department at Sinabung Hills Berastagi.

Interview with manager in order to find out the supervision of implementing hygiene and sanitation during the Covid-19 pandemic :

a. Author : Does the Supervisor participate in implementing hygiene and sanitation during this pandemic?

Manager : Supervisor participates in implementing hygiene and sanitation during this pandemic.

b. Author : Does the supervisor supervise the waiter wash his hands with soap before starting operations in the restaurant?

Manager : The supervisor does not always supervise the waiter washing his hands with soap before starting operations in the restaurant because there is no supervisor in particular for the night shift.

c. Author : Does the supervisor supervise checking body temperature and giving hand sanitizer to guests by the waiter during operations?

Manager : Supervisor always supervises checking body temperature and giving hand sanitizer to guests by waiters during operations.

d. Author : Does the supervisor always supervise the waiters wearing masks and gloves during guest service?

Manager : Supervisors do not always supervise the waiters wearing masks and gloves during guest service, especially on the night shift.

e. Author : Does the supervisor always supervise the waiter polish the equipment in the food and beverage service outlets by using hot water?

Manager : The supervisor does not always supervise the waiter polishing the equipment at the food and beverage service outlets using hot water.

f. Author : Does the supervisor supervising the waiter apply social distancing to guests who are at the buffet table or on the bench in the restaurant or at the banquet?

Manager : Supervisors do not always supervise the waiters and enforce social distancing from guests at the buffet table or at the bench in the restaurant or at the banquet.

g. Author : Does the supervisor supervise the waiter mopping the floor with cleaning liquid and spraying disinfectant liquid into the restaurant or at the banquet?

Manager : supervisor supervises the waiter mopping the floor with cleaning liquid and spraying disinfectant liquid to the restaurant and at the banquet.

h. Author : Does the Supervisor always check the supplies of masks, hand sanitizers, and gloves?

Manager : Yes, the Supervisor always checks the supply of masks, hand sanitizers, and gloves.

i. Author : Does the supervisor always pay attention to the waiter changing the goblet in

the hallroom/meetingroom before the hallroom/meetingroom is used?

Manager : Supervisor doesn't always pay attention to the waiter changing the goblet in the hallroom/meetingroom before the hallroom/meetingroom is used.

3. Analysis of Guest Satisfaction

To find out the overall results from guests to the implementation of hygiene and sanitation in operational food and beverage service at the Sinabung Hills Hotel Berastagi from questionnaires.

Tabel 4.16 Hasil Keseluruhan dari tamu Tentang Penerapan *Hygiene* dan Sanitasi di *Operational Food and Beverage Service*.

No	Tabel	Jawaban			
		Ya	Persentase (%)	Tidak	Persentase (%)
1	4.3.1	30	40 %	45	60 %
2	4.3.2	35	46,67 %	40	53,33 %
3	4.3.3	27	36 %	48	64 %
4	4.3.4	27	36 %	48	64 %
5	4.3.5	33	44%	42	56%
6	4.3.6	37	49,33%	38	50,67%
7	4.3.7	30	40%	45	60%
8	4.3.8	27	36%	48	64%
9	4.3.9	39	52%	36	48%
10	4.3.10	33	44%	42	56%
	Jumlah	326	434,67	424	565,33
	Rata-rata		43,5%		56,5%

Sumber : Hasil Olahan Kuesioner (2021)

Based on Table 4.16 above, there are results of the overall analysis of guest satisfaction with the implementation of hygiene and sanitation, it can be seen that 43.5% stated Yes (satisfied) and 56.5% stated No (dissatisfied) with the implementation of hygiene and sanitation. From the table above, it can be seen that more guests were dissatisfied with implementation of hygiene and sanitation. According to Suma'mur (2013: 473) "Hygiene is protecting workers and the community around a company or industry from hazards, especially physical, chemical and biological factors that may arise due to the operation of a production process." While customer satisfaction according to Ettah and Pondaag (Kotler, 2014: 150) "Feelings of pleasure or disappointment that arise after comparing the performance (outcome) of the product thought to the performance (or result) expected." It can be concluded that if the application of hygiene and sanitation can be done well then guests who are at the food and beverage service outlet

feel comfortable and satisfied with the services provided to the food and beverage service staff.

E. CONCLUSIONS AND SUGGESTIONS

1. Conclusions

Based on the analysis conducted by the author regarding the application of hygiene and sanitation at food and beverage service outlets at Hotel Sinabung Hills Berastagi, the authors draw the following conclusions:

1. Implementation of Hygiene and Sanitation in Operational Food and Beverage Service at Hotel Sinabung Hills Berastagi is still not good, this is evidenced by the conclusion of interviews with supervisors who stated that the application of hygiene and sanitation carried out by waiters was still lacking, where waiters/waitresses rarely wore gloves. at the time of guest service, the waiters/waitresses never polish the equipment using hot water, the waiters/waitresses do not wash the goblets in the hallroom/meetingroom after use or before use.

2. The supervision in Operational Food and Beverage Service at Hotel Sinabung Hills Berastagi is still not good, it can be proved from the conclusion of interviews from manager who stated that most of supervisors did not watch implementation of hygiene and sanitation by waiters. Supervisors still pay little attention to the waiters when polishing chinaware equipment, seldom on paying attention to the implementation of hygiene and sanitation at the banquet, seldom on checking the equipment after polishing, seldom on checking the work of the waiters / waitresses when preparing the hallroom / meeting room for an events.

3. Guest satisfaction at the Food and Beverage Service outlet at Hotel Sinabung Hills Berastagi is still not good, this can be proven by the results of questionnaires from guests which show that as many as 43.5% of guests are satisfied and 56,5% guests dissatisfied with the implementation of hygiene and sanitation in operational food and beverage service at Hotel Sinabung Hills Berastagi.

2. Suggestions

Based on the conclusions that have been described previously, the authors provide suggestions that can be input for the Food and Beverage Service at the Sinabung Hills Hotel

Berastagi. The suggestions that the author gives are as follows:

1. Implementation of hygiene and sanitation in operational food and beverage service at the Sinabung Hills Berastagi Hotel to be further improved so that guests at food and beverage service outlets feel safe and comfortable without being threatened to the Covid-19 virus.

2. Supervision in operational food and beverage service at the Sinabung Hills Berastagi Hotel can be improved so waiters do their job nicely when implementing of hygiene and sanitation during the Covid-19 pandemic.

3. Guest satisfaction is the most effort to increase the benefit of the hotel industry. Naturally Food and Beverage Department could improved time to time the service and products to the guest by handling well the implementation of hygiene and sanitation.

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