

Implementation of Duvet Covers in Rooms at the Grand Antares Hotel Medan Indonesia

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Article Info	ABSTRACT
Keywords: Duvet Cover Room Attendant Standard Operating Procedures	<p>A duvet cover is a fabric casing used to encase a blanket or comforter, providing both protection and warmth. In the hotel industry, the correct implementation of a duvet cover by room attendants requires specific skills, accuracy, and neatness. This research aims to examine the procedures of duvet cover implementation in guest rooms, assess the skills of room attendants, and evaluate the supervisory role in maintaining standard practices at the Swiss-Belinn Hotel Medan. The study utilized a qualitative descriptive method, involving direct observation and interviews with eight respondents, including room attendants, supervisors, and the Assistant Executive Housekeeper.</p> <p>The findings indicate that the application of duvet covers by room attendants is often suboptimal, characterized by untidy work and a lack of adherence to standard operating procedures. Furthermore, insufficient supervision and the absence of regular training contribute to the inconsistent quality of bed arrangement. It is recommended that the hotel management provide structured training and continuous performance monitoring to improve the room attendants' skills and ensure the proper implementation of duvet covers in accordance with professional housekeeping standards.</p>
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INTRODUCTION

A hotel is a service company that provides lodging accommodation, food and drink which is managed commercially. Hotels are very much needed by tourists and business people who need lodging, food and drink, therefore hotels are a form of business that prioritizes good service. Good.

Nowadays, hotel development is very necessary because hotels not only provide accommodation but can also create jobs and reduce the unemployment rate in the world. Because the success of a hotel business depends on its processing and usually in hotels there are several departments to facilitate hotel operations, because without a good management system hotel operations will not run smoothly.

The department is the housekeeping department, which has a very important position in a hotel because the housekeeping department is the part that is tasked with and is responsible for cleanliness, tidiness, beauty and comfort in all areas of the hotel, both outside the building and inside the building, including the rooms and rooms. rooms rented by guests, restaurants, offices, and toilets, except the kitchen.

The role of the housekeeping department, especially room attendants, in the operations of a hotel is very important, namely to maintain the cleanliness and tidiness of hotel rooms. If the cleanliness and tidiness of the room is not in accordance with the provisions set by the hotel, the room will result in improper work results. Like making a bed. In making a bed, of course there is a technique for implementing it and there are also several systems used, for example the duvet cover.

A duvet cover is a blanket cover in the form of a thin bag and can be filled with soft material and functions as a warmer. This duvet cover is very important because the first time a guest enters the room, what they see is the bed and on the bed there is a duvet, so from there we must be able to maintain cleanliness and pay attention to the implementation of the duvet cover.

The use of duvets has advantages, namely saving space, being cleaner and more practical, but the implementation of duvets in rooms at the Grand Antares Hotel Medan Indonesia, some of the Room Attendants are not yet able to work in accordance with the standard operational procedure (SOP) set by the hotel management, and lack knowledge in implementing duvet covers in bed making.

Room attendants often take the use of duvets for granted and don't care about their work, such as inserting the inner corners of the duvet so that it is less neat and causes guests to complain, sometimes guests often don't feel comfortable with their bed, even though the guest has paid a high price for the room, for example Guests often find that the old duvet has not been replaced with a new duvet, the duvet is smelly and untidy and not only does the duvet smell, but blood stains have also been found, this is why room attendants should be more careful and follow what is implemented because This can cause the implementation of duvet covers to appear bad to guests, in this case supervisors must pay more attention and provide training regarding the implementation of room attendant duties in implementing duvet covers in rooms, so that the implementation of duvet covers in guest rooms runs well and guests are satisfied with the service.

METHODS

Type of Research

This study uses a qualitative approach, as stated by Bantors Sihombing, S.Sos., M.Si (2018:8), which is a process of research and understanding based on methodologies that explore social phenomena and human problems.

Location and Time of Research

Location: Grand Antares Hotel Medan, Jl. Sisingamangaraja No. 328, Siti Rejo I, Medan City
Phone: (061) 7883555

Website: www.antaresindonesia.co.id

Time: February 9 – March 9, 202X (1 month)

Population and Sample

According to Juliansyah Noor, S.E., M.M. (2019:148), the population refers to all elements or members that are the focus of a research study. The population in this study consists of 8 individuals: 5 housekeeping staff, 2 supervisors, and 1 Assistant Executive Housekeeper at Grand Antares Hotel Medan.

The sample includes the entire population, totaling 8 people, due to the small number of available respondents.

Data Collection Techniques

Observation: Direct observation of the housekeeping department's work processes.

Interview: Structured interviews with employees and supervisors to obtain detailed information.

Literature Study: Review of relevant books and documents to support data interpretation and analysis.

Data Analysis Technique

Data analysis is carried out by categorizing and organizing findings into patterns and themes. The results are then compared with theoretical concepts to generate conclusions. This qualitative analysis involves interpreting the collected data through field observations and interview insights, as supported by Bantors Sihombing (2018:8).

RESULTS AND DISCUSSION

History of the Establishment of the Grand Antares Hotel Medan Indonesia

The idea to establish and run a hotel business originated from the issuance of a decree of the Minister of Finance and Minister of Transportation of the Republic of Indonesia No. 101 in September 1968, where the decision contained the decision to provide maximum facilities to entrepreneurs interested in the hotel business. This decision was made to strive for the progress of tourism in Indonesia. Indonesia, as a developing country, has realized the importance of hotels to accommodate those who want a temporary place to stay. At present, with the tourism industry increasingly being promoted as a source of foreign exchange for the country, the prospect of the hotel industry is increasingly attractive to entrepreneurs. One of them that has high interest in the hotel industry is North Sumatra, specifically Medan as the capital.

The Grand Antares Hotel Medan was founded on October 1 2007 and is owned by Mr Hisar Manurung, Sp. To and officially rated as a 4 star hotel (****). This hotel has a 9-story building structure with a total of 143 rooms. The location is on Jalan Sisingamangaraja No. 328, Medan – Indonesia. Grand Antares Hotel Medan also has a subsidiary hotel, with the name Antares Hotel.

Antares Hotel Medan was built in 2002 and operated in 2004, where the name of Antares Hotel Medan is Diamond Hotel (gem or diamond) which means that this hotel will shine or be recognized by many people who visit the city of Medan. But in the end the name Diamond Hotel changed to Hotel Antares Medan, because the name Diamond Hotel already existed in several countries such as Italy and the Netherlands, so another appropriate name was sought, namely the name Antares which means a small star but has a bright light. In general, guests who stay at this hotel are guests who are categorized as business guests from government and offices.

Classification of Grand Antares Hotel Medan

Grand Antares Hotel Medan can be classified based on:

1. By Star
Based on the number of rooms and facilities provided, the Grand Antares Hotel Medan is classified as a 4 star hotel (****).
2. Based on Location
The Grand Antares Hotel Medan was founded in the center of Medan city, so it can be classified as a City Hotel
3. Based on Number of Rooms
Based on the number of rooms of 143 rooms divided into 7 floors, the Grand Antares Hotel Medan is classified as a Medium Hotel.
4. Based on Plan
The Grand Antares Hotel Medan is classified into the Continental Plan where room prices include breakfast
5. Based on Guest Type
Based on data, guests who come to stay at the Grand Antares Hotel Medan are mostly entrepreneurs who carry out business activities, so they are classified as Business Hotels.
6. Based on Guest Length of Stay
Guests who stay at the Grand Antares Hotel Medan generally only stay one or two nights so it can be classified as a Transit Hotel.

Facilities of the Grand Antares Hotel Medan

Hotel Grand Antares Medan provides a variety of facilities to satisfy guest needs. The facilities provided can be used by guests staying at the hotel or guests from outside the Grand Antares Hotel Medan.

Guest room

Currently the Grand Antares Hotel Medan has 143 guest rooms where these rooms have the following facilities:

1. Telephone
2. Individual AC in rooms
3. Hot water
4. Satellite Television
5. Safe Deposit Box
6. Coffee and Tea Making
7. Radio
8. Video Set in Suite Room
9. Mini Bar
10. Complimentary Mineral Water in rooms
11. Extra Bed (Upon Request)

The room prices and room types at the Grand Antares Hotel Medan can be seen in the following table:

Table 1.Types of Rooms, Room Prices and Number of Rooms at the Grand Antares Hotel Medan

No	Type of room	Number of rooms	Room price
1.	<i>Suite Rooms</i>	4 units	Rp. 2,500,000
2.	<i>Executive Rooms</i>	13 units	Rp. 1,500,000
3.	<i>Business Room</i>	10 units	Rp. 1,200,000
4.	<i>Deluxe Rooms</i>	45 units	Rp. 1,100,000
5.	Superior Rooms	71 units	Rp. 1,000,000
	Total	143 units	

Source: Human Resources Department Grand Antares Hotel Medan, 2021

1. Restaurant Astro Coffee Shop
Location on the ground floor, providing typical Indonesian, Western cuisine, drinks and snacks with a reputation for the best food. And also offers a variety of menu choices.
2. Lobby Lounge
Great place to relax, or for business meetings, providing drinks, snacks all day long in the lobby area.
3. Wifi Internet Access
Facilities where guests can access the internet for free
4. Private Karaoke Room
Facilities that can be enjoyed by guests or the public to have fun.
5. Airport Shuttle Service
Hotel provides airport shuttle facilities for guests.
6. Patisserie Boutique
A place where guests can order birthday cakes, weddings, or gifts
7. Venus Live Music & Karaoke
A place where guests can enjoy music while relaxing while enjoying alcoholic or non-alcoholic food and drinks and also provides a place for karaoke. Meeting room & ballroom
8. A place where guests can hold an event or meeting which is equipped with various complete facilities.

Table 2.Name, Capacity and Size of Meeting Room & Ballroom Hotel Grand Antares Medan

No	Rooms	Floor	Layouts				
			Round Tables	Class Rooms	U Shape	Theatre	Cocktails
1	Aurora Ballroom	1	350 pax	300 pax	150 pax	750 pax	1000 pax
2	Mercury	1	100 pax	90 pax	50 pax	180 pax	200 pax
3	Mercury 1	1	40 pax	50 pax	45 pax	80 pax	100 pax
4	Mercury 2	1	60 pax	50 pax	50 pax	100 pax	120 pax
5	Saturn	2	120 pax	80 pax	60 pax	180 pax	200 pax
6	Saturn 1	2	70 pax	50 pax	50 pax	110 pax	150 pax
7	Saturn 2	2	60 pax	50 pax	50 pax	100 pax	150 pax
8	Mars	2	80 pax	80 pax	60 pax	180 pax	250 pax
9	Neptune	1	-	20 pax	15 pax	30 pax	50 pax
10	Astro	G	60 pax	50 pax	50 pax	100 pax	120 pax
11	Uranus	m	30 pax	30 pax	20 pax	80 pax	100 pax
12	Galaxy	m	30 pax	30 pax	20 pax	80 pax	100 pax

Source: Human Resources Department Grand Antares Hotel Medan, 2021

The room facilities provided include Infocus, OHP, Screen, Flipchart, White Board, Writting Pad + Pen, Wireless, Mic, Sound System, Candies, Mineral Water, Mini Garden, and so on.

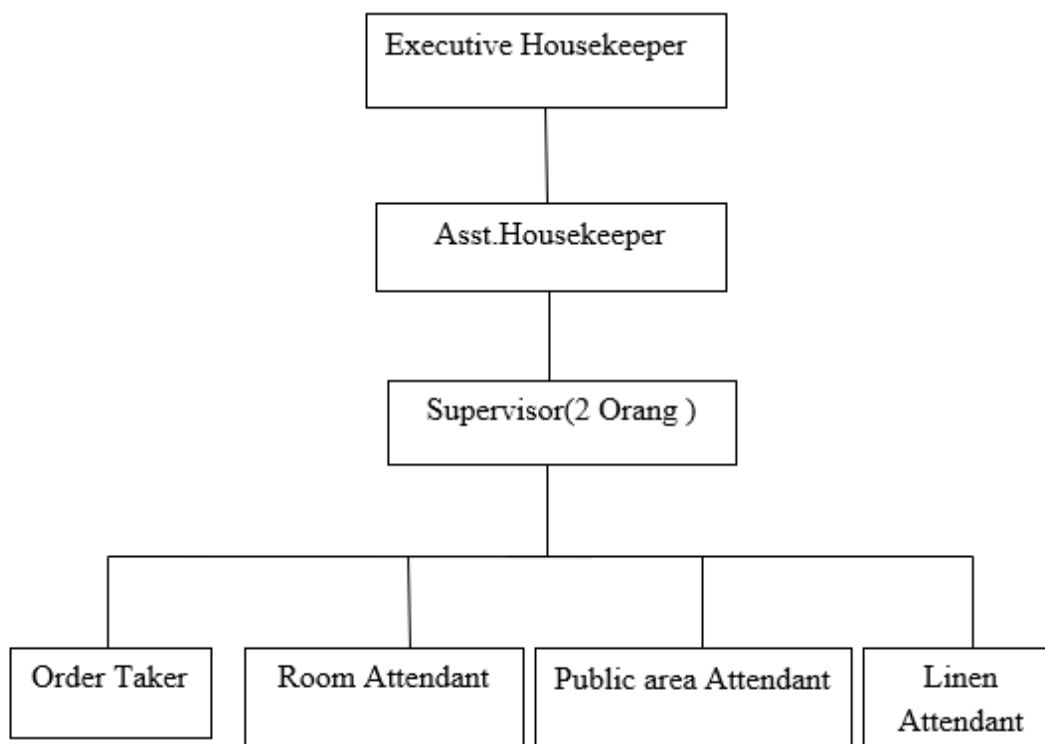
1. Laundry
Providing washing and ironing services to help guests ensure clean and neat clothes
2. Massage
Facilities for guest relaxation with various treatments provided.

Organizational structure

Every company operating in the service or non-service sector requires an organizational structure for smooth operations. Within a department there is an organization. An organizational structure is a chart that shows the sections in an organization, and the composition of people with their respective positions in each section who have a formal collective agreement to carry out activities in order to achieve the goals of the organization. This structure can show lines of command, or a hierarchical order of superiors and subordinates. With this structure, employees can also know who is their direct superior, indirect superior, direct subordinate or indirect subordinate. They can know who they are responsible to, or to whom they can give work instructions that must be assigned or carried out by staff under them. Because in organizations there are principles regarding unity of command, clear division of work, span of control and delegation of authority and responsibility.

The organizational structure of the housekeeping department can vary depending on the size of the hotel, or the size of the attached room for which housekeeping is responsible. The larger the scope of housekeeping, the wider the sections within it. The leader may no longer be the executive housekeeper, but can be the director of housekeeping, while the executive housekeeper is the second person who may be held by more than one person. If the hotel is described as a small hotel, the highest leader is usually a rooms division coordinator who is assisted by a front office supervisor for supervision at the front office and a housekeeping supervisor for supervision at housekeeping and laundry. In some hotels laundry is a section in the housekeeping organizational structure. However, there are hotels that treat laundry as a separate department from housekeeping, even though they are still in the same division. The organizational structure of the Housekeeper Department at the Grand Antares Hotel Medan can be seen in Figure 1 below:

Figure 1.Organizational Structure of the Housekeeping Department at the Grand Antares Hotel Medan



Source: Human Resources Department Grand Antares Hotel Medan, 2021

Analysis of the Implementation of Duvet Covers in Rooms at the Grand Antares Hotel Medan Indonesia

Cleaning guest rooms has an important role in providing service satisfaction to guests. Guests who stay at the hotel pay a certain amount of money to be able to enjoy the facilities at the hotel, including those in the guest rooms. For this reason, the cleanliness provided should be according to the hotel class. Applying duvet covers to rooms is a step that we must carry out when cleaning rooms. However, errors are still encountered when implementing duvet covers in rooms, as there are still many who carry them out not in accordance with the Standard Operational Procedure (SOP) that is applied. Therefore, the implementation of the duvet cover must be maintained and must always be paid attention to, so that the duvet is not wrinkled and smelly when guests arrive.

Based on the results of research by the author at the Grand Antares Hotel Medan Indonesia, the author found from the Supervisor that the implementation of duvet covers in rooms to make them better is as follows:

1. Spread the contents of the duvet on top of the mattress.
2. Spread the duvet over its contents (duvet inner) and make sure each side is symmetrical.

3. Roll the duvet inner slowly to the end. Fold both sides slightly and tuck the folded part inside.
4. Then grab each corner and immediately spread it out and shake it so that the inner duvet spreads properly.
5. Make sure each side fits into the corner, if it is neat, lock the duvet by attaching the duvet buttons.
6. Using a good duvet and no damage.
7. Replace the old duvet with a new one.
8. Perform duvet cover techniques correctly.

In implementing duvet covers in rooms, it was found that several room attendants did not implement the duvet cover that had been given by the supervisor, for example, when the room attendant installed the duvet when making the bed according to what was directed by the supervisor but was different from those who implemented the same duvet. but does not use the techniques directed by the supervisor, so that the rooms cleaned do not comply with the standards created. Installing a duvet with a different one. Which is not in accordance with what has been implemented.

Table 3. Room attendant's response to the implementation of duvet covers in rooms at the Grand Antares Hotel Medan Indonesia.

N=7			
No	Informant's answer	Amount	Percentage (%)
1	Applied	3	42.8 %
2	Not implemented enough	4	57.1 %
	Amount	7	100%

Source: Processed results of the author's 2021 research data

Based on the table above, it shows that 3 room attendants (42.8%) implemented duvet covers in their rooms, 4 people (57.1%) did not implement duvet covers in their rooms. So there are still more people who do not implement duvet covers, so the implementation of duvet covers is not in accordance with what is implemented.

5.2 Room Attendant's Ability to Implement Duvet Cover on Room at Grand Antares Hotel Medan Indonesia.

Room attendant ability is a room attendant's ability to master a skill and use it to carry out various tasks in a job, but not all room attendants understand everything given by their superiors, such as in the implementation of duvet covers in rooms. In fact, many room attendants are not yet able to provide duvet covers. There are still some room attendants' negligence in installing duvet covers, such as room attendants who still don't understand the techniques for carrying out duvet covers, they just do it carelessly, such as each side of the inner duvet not reaching the end of the duvet case, which makes the duvet cover not neatly arranged and This causes the room attendant to not be able to provide good neatness when cleaning the bed, sometimes they are still slow in installing the duvet.

The implementation of the duvet cover at Grand Antares Medan Indonesia still looks less than optimal and optimal. Room attendants do not understand the implementation of duvet covers, for example room attendants often do not replace duvets that have been used and only clean them. So the room attendant's ability to implement the duvet still needs to be improved, such as giving directions and providing training so that they understand better.

Table 2. Room attendant's ability to respond to the implementation of duvet covers in rooms at the Grand Antares Hotel Medan Indonesia.

N=7			
No	Informant's answer	Amount	Percentage (%)
1	Capable	2	28.5 %
2	Unable	5	71.4 %
	Amount	7	100%

Source: processed research data from the author in 2021

From the data above it can be seen that the room attendant's ability to implement duvet covers in rooms at the Grand Antares Hotel Medan Indonesia is capable of implementing duvet covers well. This can be seen from 2 people (28.5%), and 5 people (71, 4 %) Unable to implement duvet covers in rooms. Like not being able to spread out the contents (inner duvet) and when inserting the inner duvet, you don't shake it so that the inner duvet folds up inside the duvet case.

The Role of Supervisors in Improving Room Attendants' Capabilities in Implementing Duvet Covers in Rooms at the Grand Antares Hotel Medan Indonesia.

In this case, the role of supervisors in improving the ability of room attendants in implementing duvet covers in rooms is still lacking at the Grand Antares Hotel Medan Indonesia. Here, supervisors still have several problems that need to be addressed and corrected by supervisors, one of which is paying more attention to the performance of room attendants, providing motivation and provide training and provide an introduction to the implementation of duvets, so that room attendants better understand the implementation of duvets in rooms.

Supervisor's response in improving the room attendant's ability to implement training

Table 3.(training) duvet cover in the room at the Grand Antares Hotel Medan Indonesia.

N = 2			
No	Number of informants	Amount	Percentage(%)
1	Held	-	-
2	Not implemented	2	100%
	Amount	2	100%

Source: Processed research results by the author in 2021

From the data above we can see that the supervisor's response to improving the room attendant's abilities regarding the implementation of duvet cover training, there were no supervisors who provided duvet cover training for room attendants which involved less skilled room attendants in arranging the bed in the room.

Those who stated that it was carried out were none (0%) while 2 supervisors (100%) stated that they did not carry out training for room attendants.

CONCLUSION

Based on the results of research and analysis carried out by the author regarding the implementation of the duvet system in rooms at the Grand Antares Hotel Medan Indonesia. So the author can conclude several things as follows. The implementation of duvet covers in rooms was not implemented enough by room attendants as many as 4 people (57.1%), room attendants did not implement duvet covers when arranging beds in guest rooms. The room attendant's capabilities are still lacking, resulting in the implementation of the duvet cover being poor and sloppy. Supervisors do not pay enough attention to room attendants' abilities in implementing duvet covers so that supervisors do not provide training to room attendants, resulting in room attendants' performance not being optimal.

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