


Handling Guest Supplies in Rooms at the Housekeeping Department of the Swiss-Bellinn Hotel Medan

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Article Info	ABSTRACT
Keywords: Handling Guest supplies Storage Inventory	Guest supplies are small items provided free of charge by hotels for guests to use during their stay. This study aims to examine how guest supplies are utilized by guests, how these supplies are stored in the Housekeeping Department, and how the inventory of guest supplies is managed in guest rooms at Swiss-Bellinn Hotel Medan. The research employed a qualitative descriptive method, involving direct observation and interviews with a total of 36 participants, including 5 housekeeping staff, 1 housekeeping manager, and 30 hotel guests. The findings reveal that the management and inventory of guest supplies are not yet being carried out optimally. Notably, there is no established inspection procedure for guest supplies placed in the rooms. The study suggests that the hotel should implement more thorough inspections of guest supplies prior to placement in guest rooms to ensure service quality and guest satisfaction.
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INTRODUCTION

Hotels are a very complex tourism industry business with a variety of scientific disciplines and dynamics in the scope of work. Hotel itself has the meaning of a service or service business that is run which provides accommodation and is managed commercially and is provided for everyone to obtain services, both rooms for lodging and also food and drink, as well as other service facilities, therefore hotels are very much needed by visitors. businessman who carries out assignments out of town.

The development of the hotel business in Indonesia is currently experiencing quite a significant increase. This can be seen based on the increasing number of tourist visits in Indonesia and the growth of the tourism industry, including the growth in the number of hotels in Indonesia. Many investors are penetrating by building chain hotels which can also become hotels which not only utilize complete facilities to increase their attractiveness, but also provide good services and friendliness in serving guests which can also be of higher value for the hotel. the. To support the smooth performance of a hotel, a hotel is divided into several departments, one of which is the Housekeeping Department.

The Housekeeping Department is a very important part of a hotel, because the Housekeeping Department is the part that is tasked and responsible for maintaining cleanliness, neatness, beauty and comfort throughout the hotel area, both outside the building and inside the building. Apart from that, the Housekeeping Department also is tasked with preparing the rooms for sale complete with the facilities in the rooms, so the role of Housekeeping is very important in the

operations of a Hotel, especially the Room Attendants who are tasked with maintaining cleanliness and completeness as well as good use of Guest Supplies.

Good equipment and quality of goods greatly influences guest satisfaction during their stay. To keep Guest Supplies in good condition and to know how much stock will be ordered so that there are no problems with shortages of goods during operational hours and to know which goods are still suitable for use and which are not suitable or need to be replaced, store and inventory Guest Supplies. must be done well.

Completeness and handling of guest supplies must be carried out properly and correctly. The initial security for Room Attendants at the Swiss-Bellinn Hotel in Medan did not carry out applicable standard operational procedures. Room attendants at the Swiss-Bellinn Hotel Medan often take the completeness and handling of Guest Supplies for granted, so there have been errors in handling Guest Supplies in the room, such as Bath Towels.

The Bath Towels used are not good, there are torn pieces next to the Towels so guests are uncomfortable in using them and the Mineral Water used in the rooms for guests is also not good, such as dented mineral water bottles and mineral water lids no longer closed tightly so the contents of the mineral water are not completely filled, and the completeness of the Guest Supplies in the room is also very important for the Room Attendant to pay attention to when cleaning the room, rooms that are ready to be sold should be clean and complete, but there are still Room Attendants who are not careful in terms of room equipment, because there has also been a shortage of slippers that should be in the room, this has of course become a guest complaint.

METHODS

Type of Research

This research uses a qualitative descriptive method, which involves fieldwork and the application of theoretical knowledge obtained during the study program. The focus is on understanding real conditions through direct observation and interviews.

Research Location and Time

Location: Swiss-Bellinn Hotel Medan, Jalan Surabaya No. 88, Pasar Baru, Medan City.

Duration: 6 months, from September 1, 2020, to February 30, 2021, in the Housekeeping Department.

Data Collection Techniques

Observation: Direct observation of housekeeping activities and guest interactions.

Interviews: Conducted with housekeeping staff, the manager, and hotel guests to gather in-depth information.

Literature Review: Collection of supporting data from books, journals, and documents relevant to the research topic.

Population and Sample

Population: 25 individuals, including 5 housekeeping staff, 1 housekeeping manager, and 19 hotel guests.

Sample: All members of the population were used as the research sample due to the limited size.

Data Analysis

Data were analyzed qualitatively by organizing and interpreting data from observations, interviews, and documentation. The analysis involved identifying themes and comparing findings with theoretical references to draw conclusions.

RESULTS AND DISCUSSION

History of the Establishment of the Swiss-Bellinn Hotel Medan

Hotel Swiss-Bellinn Medan is one of the three-star hotel chains managed by PT. Mitra Cipta Aesthetika Perkasa, which can be said to be the main branch hotel which was founded on December 1 2011, which was in the city of Medan before the Swiss-Bellinn Gajah Mada Hotel Medan was founded. Hotel Swiss-Bellinn Medan itself is managed by the management of Swiss-Bellhotel which was founded in 1987 and

under the auspices of PT. Mitra Cipta Aesthetika Perkasa, the hotel is owned by one of the founders of the hotel, Jong Wei Rusli, part of one of the owners. .

As a specialist in various industries, Swiss-Belhotel international is a unique brand, compared to other hotel chains. The main philosophy of Swiss-Belhotel International is to build partnerships with property owners and investors so that goals and objectives are achieved and the success of operational growth of Swiss-Belhotel International is also guaranteed.

Swiss-Belhotel international was founded in 1986 by Mr.Peter Gautschi. Swiss-Belhotel international is a hotel management company that is unique because of its philosophy. This company began entering the Asian market in 1997 and now has 32 hotels and 25 other hotels and plans to open 18 hotel outlets in the following month. Although consisting of many companies, this company is able to offer management in all aspects of hotel, apartment, club and golf operations, including operational management, project management and coordination, marketing, sales and public relations activities, technical and financial services.

Swiss-Bellinn hotel is a 3 star hotel in Medan, North Sumatra. Located in a strategic location on Jln. Surabaya in the heart of Medan city which is only 30 km from Kualanamu International Airport with a distance of around 45 minutes driving, this hotel is in the business area of Medan city and only walking distance to various shopping center areas. Swiss-Bellinn Hotel also offers comfortable and easy access to various entertainment and culinary options at affordable prices in the city of Medan.

Facilities at the Swiss-Bellinn Hotel Medan

Swiss-Bellinn Medan has 180 rooms which are divided into 4 sides of the building, namely 3 old buildings and 1 new building. The following are the types of rooms available at the Swiss-Bellinn Medan hotel.

Guest room

Table 1.Types of Rooms, Room Prices and Number of Rooms Hotel Swiss-Bellinn Medan

No	Type of room	Number of rooms	Room price
1	<i>Superior Rooms</i>	142	Rp.420,000/night
2	<i>Deluxe Rooms</i>	13	Rp.520,000/night
3	<i>Superior Deluxe Room</i>	25	IDR 620,000/night
4	<i>Presidential Room</i>	1	IDR 2,000,000/night

Source: *Human Resources Department Hotel Swiss-Bellinn Medan, 2021*

In-room facilities:

1. Telephone
2. air conditioning
3. Television
4. Save Deposit Box
5. Slippers
6. Wardrobe
7. Noot Book
8. Pencil
9. Cuttle Jug

Supporting facilities

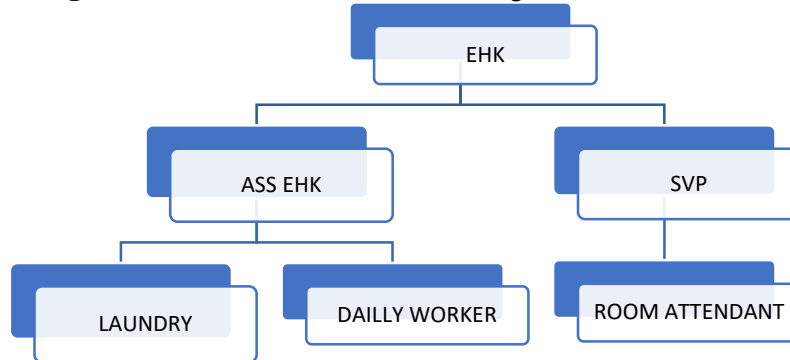
1. Barelo
Barelo is an abbreviation for Bar, Restaurant and Lounge which serves western and Chinese food menus. This restaurant is open every day 24 hours from 06.30-10.30, open to serve breakfast with buffet offerings open from 6-10 am.
2. Mini Gym
The mini gym is a place for exercise, which provides various sports equipment and is open every day.
3. Spa

The spa is located on the eighth floor of room 826, there are various spas such as traditional massage, aroma therapy massage, etc. Opened every day.

4. Bojo Coffee
5. Kopi Bojo is a shop that sells various kinds of modern coffee which is located just to the right of the hotel.
6. Alfamaret Express
Alfamaret Express is a mini market located just to the left of the hotel which sells various kinds of snacks.

Organizational Structure Housekeeping Department

Figure 1.Swiss-Belinn Hotel Medan Organizational Structure



Source: Housekeeping Department Hotel Swiss-Bellinn Medan 2021

Guest Supplies Equipment Used by Guests at the Swiss-Bellinn Hotel Medan

Guest supplies are small items given by the hotel to its guests free of charge, as service equipment while the guest is staying in the room.

Based on the results of the author's observations for 6 (six) months at the Swiss-Bellinn Hotel in Medan, the author stated that the handling of guest supplies in the rooms was still not carried out properly because housekeeping had not yet checked the use of guest supplies in the rooms first. Guest supplies are still found which are not good but are used in rooms such as towels which have tears on the edge of the towel. The towels used in the room should be in good condition such as no stains or tears on the edge of the towell or in good condition and There is also often a shortage of guest supplies in the rooms, such as a lack of sleepers in the rooms. Incomplete rooms should not be sold to guests, incomplete rooms like this should not be included in the system or not made into VC rooms first.

Not checking guest supplies like this can lead to a lack of guest satisfaction during their stay, resulting in a decrease in a hotel's income.

Based on the author's observations, there are several efforts made to handle guest supplies in rooms at the Swiss-Bellinn Medan hotel, namely:

1. Store guest supplies on the trolley cart completely and neatly.
2. Check the suitability or quality of guest supplies before using them in the room.
3. Check the completeness of guest supplies in the room before leaving the room.

Therefore, housekeeping plays a very important role in a hotel in meeting the needs of guests in handling rooms at the hotel. The completeness and good quality of guest supplies used by housekeeping in the rooms can make guests feel satisfied and comfortable, which can lead to an increase in income at the hotel.

Based on the results of interviews conducted by the author while attending 6 (six) month training in the housekeeping department at the Swiss-Bellinn Hotel Medan. There were several guests who expressed their disappointment with the handling and use of guest saplies used in the rooms which were not properly checked first. According to the guest who experienced this incident, he said that he was very disappointed in the service provided by housekeeping in handling guest supplies and he also said that the room price charged to guests should be in accordance with the service received by guests at the hotel.

Table 2. Guest response to guest supplies in the room.

No	Information	Amount	Percentage (%)
1	Satisfied	3	16%
2	Less satisfied	7	47%
3	Not satisfied	9	37%
	Total	19	100%

Source: *Processed Data and Research, (2021)*

Storage of Guest Supplies that Guests Need in the Housekeeping Department at the Swiss-Bellinn Hotel Medan

The storage of guest supplies carried out at the Swiss-Bellinn Medan hotel is still not implemented properly, they still store guest supplies in random places or mixed with other guest supplies, even guest supplies are also stored in piles which causes damage to the guest supplies.

It is important to pay attention to the storage of guest supplies used in the room that will be given to guests because poor storage of guest supplies can cause damage to the guest supplies, such as storing mineral water that is stacked too high resulting in damage to the mineral water bottles.

Damage to guest supplies due to poor storage can reduce the quality of goods or guest supplies in the room, making the guest supplies unfit for use in the room. Therefore, the quality of guest supplies must be maintained to ensure guest satisfaction when using them.

Based on the results of an interview conducted with one of the supervisors at the Swiss-Bellinn Medan hotel, the following is the soup that is being carried out by the housekeeping department at the Swiss-Bellinn Medan Hotel in storing guest supplies.

1. Store guest supplies according to their type.
2. Place guest supplies in a place that is not damp
3. Store guest supplies in a clean and tidy place
4. Store guest supplies without piling them too high, especially heavy guest supplies such as mineral water.

In this case, housekeeping, especially supervisors, are required to carry out several existing regulations so that damage to guest supplies does not continue to occur.

Implementation of Inventory for Guest Supplies in Rooms in the Housekeeping Department at the Swiss-Bellinn Hotel Medan

Inventory is monitoring the use and inventory of goods used in each part of the housekeeping department, whether in the room, pantry, housekeeping warehouse, linen room or laundry area. Inventory is carried out physically and is always compared with the past monthly inventory to determine the amount of par stock. hotels so that there is no shortage of guest supplies during operational hours and to make it easier to control guest supplies, calculations are carried out at one time.

The inventory itself can be carried out daily, weekly or monthly. The inventory carried out by the housekeeping department at the Swiss-Bellinn Hotel in Medan is a monthly inventory.

In carrying out inventory of guest supplies in the room, it is very important to do it well and correctly. Such as collecting guest supplies, and checking guest supplies when carrying out inventory. It seems that this has not been implemented well in the housekeeping department at the Swiss-Bellinn Hotel in Medan because from the results of research during the time the author took part in training exercises in carrying out inventory there, many housekeepers still did not carry it out well, errors often occurred such as:

1. Lack of housekeeping effort in collecting guest supplies, of course this will lead to ignorance of the actual inventory of goods.
2. Not looking at the quality of the goods properly when calculating the goods will result in a mix of good and bad goods, of course this will be detrimental to the hotel.

So, to get good inventory results, housekeeping and supervisors must be more efficient in running inventory with the following objectives:

1. To find out the age of guest supplies that will be used in the room.

2. To anticipate the amount of guest supplies available at the housekeeping store.
3. To make optimal plans for duplicating goods according to needs, so that there is no shortage of guest supplies during operational hours.
4. For maintenance of housekeeping department equipment and supplies.

CONCLUSION

Based on the results discussed in previous research, it can be concluded as follows. The implementation of handling guest supplies in rooms at the Swiss-Bellinn Hotel has made efforts to improve the quality in the use of guest supplies, such as checking guest supplies before they are used in rooms. In carrying out the storage of guest supplies to maintain their quality, the storage of guest supplies must be in accordance with the directions of the HK manager, each guest supply must be in accordance with its type, place guest supplies in a place that is not damp, store guest supplies in a clean and tidy place, and store guests supplies without piling up. There is a lack of accuracy at HotelSwiss-Bellinn Medan in carrying out inventory of guest supplies in the rooms, such as a lack of housekeeping effort in collecting guest supplies, and a lack of thoroughness in looking at the quality of guest supplies properly when calculating items.

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