

Housekeeping Development for Homestay Managers In Kampung Purba Tourism Village, Dayu, Gondangrejo Karanganyar

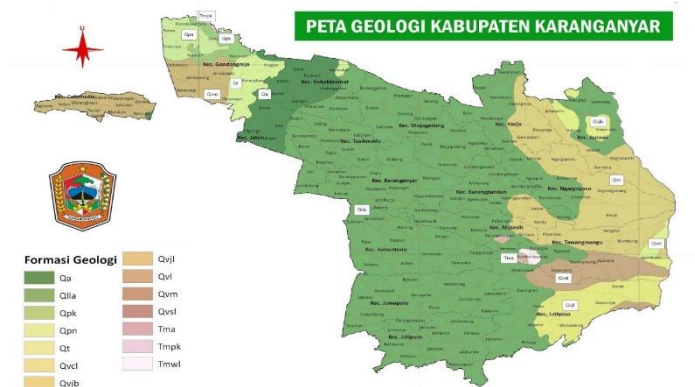
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Abstract : *The implementation of this community service aims to foster Homestay managers in the tourist village of Kampung Purba Dayu, Karanganyar Regency. The aim of the community service is to develop homestays by providing knowledge and skills to all related people in order to create professional homestay human resources. This housekeeping development method uses theory and practice session that is adapted from the conditions of the homestay that already exists in the homestay. The results are obtained from the coaching participants : getting a job description and standard operating procedures as work guidelines, having skills in the field of housekeeping and being able to apply everything they get in carrying out homestay operations.*

Key Word : *Coaching, housekeeping, job description, standard operating procedures, homestay*

Pendahuluan

Karanganyar Regency has a tropical climate with a temperature of 22–31 degrees Celsius. The average height of the area in Karanganyar Regency is above sea level, which is 511 m above sea level (asl), while the lowest area in Karanganyar Regency is in Kebakkramat district which is only 80 meters above sea level and the highest area is in Tawangmangu district which reaches 2,000 m asl. The area of Karanganyar Regency is 77,378.64 Ha, which consists of a rice field area of 22,340.45 Ha and a dry land area of 55,038.19 Ha. Paddy land consists of technical irrigation of 19,212.51 Ha, non-technical 1,895.60 Ha, and unwatered 1,232.34 Ha. [1]



Picture 1. Map of Karanganyar Regency

Dayu Village, Gondangrejo District, is located in Karanganyar Regency, which is included in the "Sangiran Site Area" and is the place of existence of the Dayu Ancient Man Museum. The Sangiran Site area covers the area of Sragen Regency and Karanganyar Regency. For the Sragen Regency area, it is named as the Dayu cluster which is located in Dayu Village, Gondangrejo District, Karanganyar Regency. [2]



Picture 2. Museum of Ancient Man Dayu Gondangrejo Kab. Karanganyar

The existence of the museum is used as a tourism business for tourism activists in the area. Tourism Business is a business that provides goods and services for the fulfillment of tourist needs and the implementation of tourism. [3]. among tourism businesses is the provision of accommodation, Accommodation Business is a type of tourism business that provides facilities in the form of buildings as temporary lodging places equipped with or without eating and drinking and other services that are managed commercially or semi-commercially. One form of accommodation business is homestay [4]

The existence of the museum by the community is used as an icon to develop other tourist attractions adjacent to the site into a tour package managed by the Dayu Gondangrejo Tourism Awareness Group (Pokdarwis) of Karanganyar Regency, because of the many events and many tourist attractions, so to support tourism, Dayu Gondangrejo Homestay was created. Based on the survey that the implementer conducted the establishment of homestays not long ago and even still in the pioneering stage so there is still a lack of knowledge and skills because most homestay managers are farmers and laborers who are trying to improve the economy by starting a homestay business. [5]

For this problem, the implementation team carried out community service in order to improve human resources in knowledge and skills in the development of Homestay facilities in Kampung Purba Dayu Karanganyar.

Method

The methods used in this coaching activity are in the form of theory and practice. The theory given contains an understanding of housekeeping management in homestays by providing standard operating procedures. Regarding the practice of directly using equipment and materials in the management of housekeeping in homestays.

This activity was carried out at the Pokdarwis Homestay, Purba Dayu Village, Karanganyar Regency, with the participants, namely the homestay managers and pokdarwis administrators of Purba Dayu Village, Karanganyar Regency.

Results And Discussion

Kampung Purba Dayu Karanganyar Homestay comes from people's houses that the government has improved facilities. The facilities as lodgings are rented out to tourists who come to travel in Dayu village. Homestay location is adjacent to utana tourist attractions namely The Museum of Ancient Man Dayu Karanganyar



Picture 3. Homestay Kampung Purba Dayu Current state Implementation of coaching

In providing coaching, the implementation team first provides theoretical material about homestay knowledge in general and also provides an understanding/awareness that the existence of homestays is not only a place to stay, but also a place to learn local culture.



Picture 2. Coaching with counseling activities about knowledge housekeeping in homestays

According to the agreement with the homestay managers, the materials provided to the participants include the following:

- a. Providing "Theory about Housekeeping Homestay" and training cleaning methods in the Room and Public Area of Homestay Dayu. Theory:
 1. The scope of the homestay
 2. Duties and responsibilities of homestay attendant
 3. Types and types of Homestay rooms
 4. Supplies, Amenities and Condiment Room
 5. Public Area Section in homestay operations

Practice:

1. Cleaning Room according to the procedure: Make Up Room
2. Making bed and open bed in turn down service
3. Cleaning Public Area Homestay
4. Lost and Found Procedures
5. Making Homestay SOPs (Standard Operating Procedures)



Picture 3. Training On How To Do a Make Up Room

All of the above is carried out through training, namely by providing theory and practicing at The Dayu Gondangrejo Homestay, Karanganyar Regency, which is carried out by the Community Service Implementation Team.



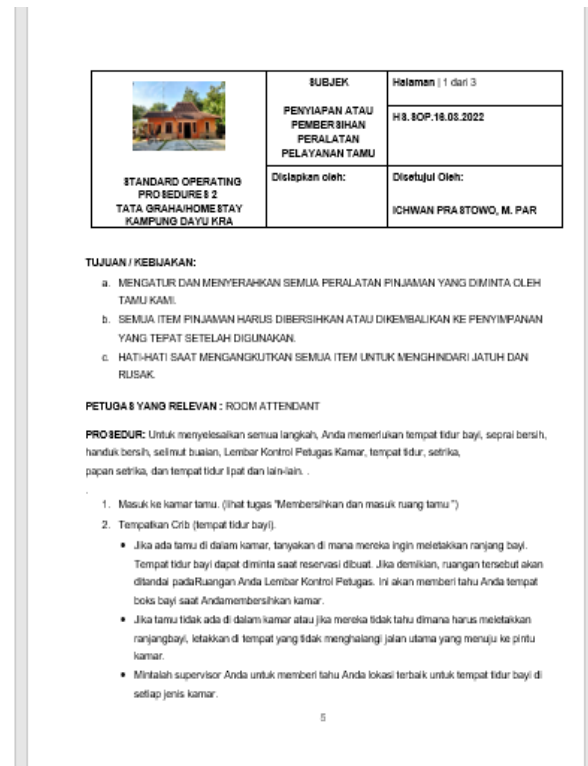
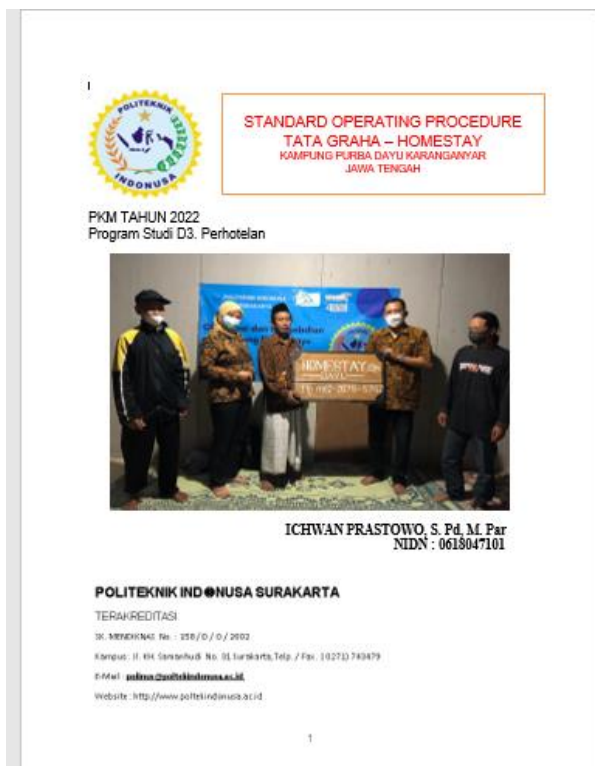
Picture 4. Training on How to Clean Floor and Cleaning Mirror Glass

- b. Providing instructions "How to select Tools and Materials in Cleaning Homestay" as for what can be done by choosing materials and tools in accordance with local wisdom in the homestay area by utilizing existing nature, then with other alternatives taken from the external with criteria that are adapted to existing conditions.



Picture 5. Selection and provision of tools as well as materials for Housekeeping Operations in Homestays

c. Prepare SOP as "Guidelines for the Implementation of Dayu Homestay Operations". This is done by providing instructions that are carried out together with forums and discussions from all Pokdarwis stakeholders and homestay managers in each residential house. In structuring housekeeping, it is necessary to have standard operating procedures to become a guide in room operations,[6]



Picture 6. Book "Standard Operating Procedure" Tata Graha Homstay Kampung Purba Dayu Gondangrejo Karanganyar

Table 1. The content of the book about Standard Operating Procedures (SOP) homestay Kampung Purba Dayu Gondangrejo Karanganyar contains job instruction sets.

SOP	Implementation	Page
SOP 1	Provision of Equipment & Facilities Used by Guests	4
SOP 2	Preparation or Cleaning of Guest Service Equipment	5
SOP 3	Furniture removal	8
SOP 4	Assignment with worksheet	10
SOP 5	no need for service	12
SOP 6	ring the guest room bell	13
SOP7	Entering and cleaning guest rooms	15
SOP 8	Make up room	21
SOP 9	Pillow presentation	23
SOP 10	cleaning and care of the refrigerator	24
SOP 11	cleaning and caring for mirrors and window glass	25
SOP 12	cleaning the room check out	27
SOP 13	Cleaning Wastafel and Dressing table	29
SOP 14	Cleaning Wardrobe in guest rooms	31
SOP 15	Cleaning Bath Room Floor	33
SOP 16	Cleaning Toilet Bowl	34
SOP 17	Cleaning shower Area	36
SOP 18	Dusting The Guest Room	37



Picture 6. The process of preparing Standard Operating Procedures for Housekeeping in Homestays

As a follow-up to the theory that has been given to all participants in the development of homestay facilities, due to time constraints and other supporting equipment, the community service implementation team focuses on product aspects, the product referred to here is a guest room that is clean, healthy, neat, beautiful, safe and comfortable.

Before providing the practice of managing homestay development, the implementing team made and provided examples of homestay branding as an identity so that it could be known and easily found by tourists as potential guests. Furthermore, the participants can make their own homestay signage that suits their respective places of business.



Picture 4. Giving examples of making Homestay nameplates

Not only that but the implementation team also provided a good example of installing a nameplate that is used as a homestay identity so that it is easy to recognize and easy to find by tourists as homestay residents or guests.

The provision of training in the form of skills / skills in the homestay field is how to arrange bedrooms, bathrooms, guest rooms, clean kitchens, healthy, neat, beautiful, safe and comfortable. All of that must meet hygiene and sanitation. [7]



Picture 6. Guest Bedroom Arrangement

During the community service activities at the homestay kampung Purba Dayu Gondangrejo, Karanganyar Regency, the implementation team received a very good response from the homestay business actors. The implementation team and all Pokdarwis management, especially the Homestay kampung Purba Dayu to continue the next activity



Picture 7. Homestay team and business actors

conclusion

From the results of the preparation, implementation until the end of this program, the following conclusions can be drawn:

- a. Homestay is one of the tourism businesses in the form of accommodation, serious and professional management is needed to be able to improve the welfare of the community
- b. Homestay Kampung Purba Dayu Gondangrejo Karanganyar must always improve knowledge and skills and always follow the development of homestay to be able to become a homestay that is developed, developed and independent
- c. How to use tools and choose the right materials can preserve the tool and there is no waste of materials so as to save costs / expenses.
- d. Homestay serves not only as a place to stay but also as a place to learn about local culture and local wisdom.

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