

**PENERAPAN *HYGIENE* DAN SANITASI TERHADAP KEPERCAYAAN  
TAMU DALAM MENGHADAPI MASA  
*NEW NORMAL* DI HOTEL SWISS-BELINN KRISTAL KUPANG**

*THE APPLICATION OF HYGIENE AND SANITATION TO GUEST'S TRUST IN  
FACING NEW NORMAL TIMES IN THE HOTEL SWISS BELL-INN KRISTAL  
KUPANG*

**ABSTRAK**

Swiss Bell-inn Kristal Kupang merupakan salah satu hotel bintang tiga di Kupang Nusa Tenggara Timur. Swiss Bell-inn Kristal Kupang menyediakan akomodasi penginapan serta makanan dan minuman seperti halnya hotel secara umum. Tujuan dari laporan magang ini adalah untuk melihat penerapan *hygiene* dan sanitasi dalam menghadapi masa *new normal* serta upaya yang dilakukan pihak hotel dalam mencegah penyebaran *covid-19* di saat operasional hotel berlangsung. Laporan ini menggunakan metode observasi dan dokumentasi untuk mendukung data yang didapatkan. Hasil analisis menunjukkan kurangnya penerapan *hygiene* dan sanitasi serta pencegahan penyebaran virus.

**Kata kunci :** *Hygiene* dan sanitasi, *covid-19*

**ABSTRACT**

*Swiss Bell-inn Kristal Kupang is a three-star hotel in Kupang, East Nusa Tenggara. Swiss Bell-inn Kristal Kupang provides accommodation as well as food and beverages as well as hotels in general. The purpose of this apprenticeship report is to see the application of hygiene and sanitation in facing the new normal period as well as the efforts made by the hotel to prevent the spread of covid-19 during hotel operations. This report uses observation and documentation methods to support the data obtained. The results of the analysis showed a lack of application of hygiene and sanitation and prevention of the spread of the virus.*

**Key words:** *Hygiene and sanitation, covid-19*

