

ABSTRACT

This study aims to review how Trainee communicate with guests as a Bell Boy in The Papandayan Hotel Bandung, and also to give some advice to solve the problems occurred in Front Office Department at The Papandayan Hotel Bandung. The methods used for this study are Observation, Interview, and Literature Study. The results of this study shows that some of the employees did not fulfill the given standards to aid more time in services and becoming more flexible as the reason. Other than that, some of the bell boys is too lazy in giving services to the guests. It is advised that the given Standard Operational Procedure should always be informed to the employees to maintain the work's operational.

Keywords : Bell Boy, Standard Operational Procedure.