

ABSTRACT

This study aims to indentify and analyze performance of the receptionist during high workload at Yehezkiel Hotel Bandung. In a hotel, there are various departments to carry out operations in giving the service to guests, one of the department is front office which has very important function as a place for guest to reservation room. As seen from receptionist function itself, Yehezkiel Hotel Bandung must serve a reservation room for guest needs. It has to be supported with employee performance and maximum quality in serving guests.

Keywords: skill, management front office

