ABSTRACT

RFID (Radio Frequence Identification) is a new technology that is able to send identities in the form of certain digits. At Nilai Springs Resort Hotel, room doors often cannot be opened when guests want to enter the room. This phenomenon is caused by the absence of periodic maintenance from the hotel engineering. The purpose of the author's research in this final project is to know how the function of smart key in Nilai Springs Resort Hotel, to know the role of related division in caring for smart key at Nilai Springs Resort Hotel, and to know how to optimize the smart key at Nilai Springs Resort Hotel in improving service .. Therefore do not let small mistake in the hotel damage the overall image of the hotel. The research method here I use obervation, literature study, interviews, documentation. The result of the research here is the Front Office division has done the job part correctly and the Engineering division is still less than optimize in doing its job here I try to give suggestions to be able to optimize the use of Smart Key.

Keywords: RFID, *Smart Key, Optimization service,* Nilai Springs Resort Hotel