

ABSTRACT

This final project report examines the role of the hotel front office in providing services to guests so that guests get everything promised by the hotel and achieve hotel goals so that guests come back. In this case, it is not possible to separate how the department provides services to customers from both the front desk and other departments. The preparation of this report is presented descriptively to obtain an overview of various information related to the provision of services to guests by employees. Methods of data collection using documents, observations, interviews and documents. The results of the study show that the Front Office department of The Trans Luxury Hotel plays an important role in providing services to guests, because the front office department is a department that has direct contact and will give the same first and last impression to guests upon arrival. It can be concluded that the front office can provide services to guests, so that the hotel is never empty and it is clear that many hotel guests are guests who have stayed for years and return to the hotel.

Keywords : Front Office