

ABSTRACT

In the world of hospitality, there are various departments that work together to provide the best service for travelers or guests staying at the hotel. Success in this regard has the potential to strengthen the reputation of the hotel thanks to satisfactory service. Of course, this has a positive impact on the hotel's revenue, which will help in the overall management of the management. One department that plays an important role in hotel operations is the engineering department. This department has great responsibility in activities related to the planning and construction of the hotel. Engineering duties include upgrading facilities to achieve better quality, as well as maintenance, upkeep, and repairing any damage that may occur. It can be seen that the functions and duties of the Engineering department are not as easy as one might think. Therefore, it is important for the Engineering department to have an engineering admin role in running an effective management system to optimize the work process. Engineering admins also have duties and responsibilities that are not easy considering their duties are related to important data. From the explanation above, the author wants to know how the role of admin engineering at De Braga by Artotel hotel. The author researched using descriptive qualitative methods by means of observations and interviews. This research aims to produce a reference to determine the quality of work, effectiveness, and the importance of the role of admin engineering.

Keywords: Engineering, Hotel, Admin