

# UNIVERSITAS INTERNASIONAL BATAM

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*Faculty of Economic  
Tourism Study Program  
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## **ROLE OF RECEPTION AT FRONT DESK IN HARRIS RESORT BARELANG**

**YULIANA  
NPM:1746001**

### **ABSTRACT**

*Batam is one of the cities located in Kepulauan Riau, which contributes to Indonesian tourism. Many outsiders come to this city and result in variety of cultures. Hotel, one of the most important accommodations for a tour, keeps growing at Batam. Front office is one of the departments in a hotel which has important role of giving good services to guests. Author did the on the job training at front office to understand the job descriptions in the department.*

*This report was made by data which author obtains from doing on the job training for 4 months at Harris Resort Barelang during 01 August 2019 until 01 December 2019. During on the job training period, author made a preparation phase, started with choosing places to do the on the job training until the stage of preparing the report.*

*On the process of on the job training, author was taught how to have a sense of responsibility for the work, to have a high self confidence and responsive thinking patterns in solving problems.*

*Keywords : front desk, reception, harris resort barelang*