

ABSTRACT

The Role of Front Office (FO) Department in Harris Hotel Batam Center

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Tourism is one of the economic sectors that is still developing and be one of the income's sources in some island in Indonesia. One of the island that make tourism as an income's souce is Batam Island. Batam is located at international marine tracks and contigues with Singapore and Malaysia. Tourism activities in Batam push the government to be more active for providing the tourist supply. Hotel is one of the accomodation that tourist used when visit some places. In operations of hotel, there's some departement that involved in providing services to the guest, one of the departement is front office. Front office is a departement that plays important role in providing services and giving impression to the guest, front office is also a departement that have a role as a center of all activities in hotel's operations. The author does the on-the-job training in front office department with aim to find out more about the tasks in this department.

The report of on-the-job training is compiled based on data and information that author gets during on-the-job training for 4 months in Harris Hotel Batam Center, which starts from 11 February 2019 until 13 June 2019. Data and information is obtained by using several methods, which is observation, interview, and literature study. In the process of on-the-job training activity, author does a worksheet from the preparation phase for selecting place of on-the-job training to the final phase for drafting and rating the report.

Based on the on-the-job training that has been held, the author received a lot of experience and knowledge in hospitality industry, especially in front office department. In the process of on-the-job training, the auhor was given a new point of view where each individual should be able to have a new mindset and high self-confidence in overcoming every problem. The result that author received enables author to be more prepare in handling every problems that will be faced in the future.

Keywords: *Front Office Department, Hotel, On-the-job Training*