

## **Trainee activities at the Front Office in Switzerland in Batam Hotels**

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### **ABSTRACT**

One part that plays an active role in improving the economy in Indonesia is basically the tourism industry sector. Activities designed in the form of services in serving domestic tourists and foreign tourists, which include the empowerment of human resources such as skills, creativity and innovation in fulfilling demands in the world of work in the tourism sector that is growing rapidly.

One of the main facilities in the tourism industry is the hotel. A hotel can be said to be successful by being marked by the number of guests visiting. Hotels can also be one of the tools in the introduction of culture such as in Batam, namely Swiss Inn Batam, which can play an active role in the introduction of Batam culture to guests who come. In this case the students made Swissinn a place to work in the field with the report "Trainee Activities at the Front Office in Switzerland in Hotels. "

In preparing this report the writer can find out various activities and standard operating procedures in the front office department by using methods such as observation and interview methods. In general the author gets the knowledge of being a professional Front Office staff in the Swiss in Hotels both from work and operational standards used by the hotel.

**Keywords:** *Trainee Activities, Front Office Department.*