

# PENERAPAN SERVICE EXCELLENT PADA DIVISI FRONT OFFICE DI HOTEL JAVA PARAGON SURABAYA

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Jurusan/Program Studi: Manajemen/Layanan dan Pariwisata

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## ABSTRAK

*Java Paragon Hotel and Residence* Surabaya merupakan hotel bintang empat di Surabaya yang berdiri pada tanggal 8 Agustus 20018. *Java Paragon Hotel and Residence* Surabaya merupakan salah satu hotel yang berada dibawah manajemen *Reveur Hospitality* ini merupakan salah satu perusahaan manajemen hotel yang sedang berkembang. Laporan Kerja Lapangan ini bertujuan untuk mengetahui penerapan *Service excellent* pada divisi *front office* pada Hotel Java Paragon Surabaya. Teori *Service Excellent* yang digunakan dapat dilihat dari 6 prinsip yaitu: Kemampuan (*Ability*), Sikap (*Attitude*), Penampilan (*Appearance*), Perhatian (*Attention*), Tindakan (*Action*), Tanggung Jawab (*Accounttability*).

Laporan Kerja lapangan dapat disusun dengan cara melakukan praktek kerja lapangan di *Java Paragon Hotel and Residence* Surabaya yang terletak di jalan Mayjend Sungkono 101 – 103 Surabaya. Praktek kerja lapangan ini di lakukan selama 3 bulan pada departemen *front office* khususnya di bagian *Guest Relation Officer*. Pengamatan selama melakukan magang akan digunakan untuk membahas lebih dalam mengenai penerapan *service excellent* pada divisi *front office* di hotel *Java Paragon Hotel and Residence* Surabaya.

Berdasarkan pengamatan serta pengalaman setelah melakukan kerja praktek lapangan, diketahui bahwa *Front Office* departemen di *Java Paragon Hotel and Residence* Surabaya masih belum terpenuhinya seluruh prinsip *Service Excellent*.

Kata Kunci: *Service Excellent*, Hotel, Departemen *Front Office*

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*Java Paragon Hotel and Residence Surabaya is a four-star hotel in Surabaya which was established on August 8, 20018. Java Paragon Hotel and Residence Surabaya is one of the hotels under the management of Reveur Hospitality, which is one of the developing hotel management companies. This Field Work Report aims to find out the implementation of Service Excellent in the front office division of the Java Paragon Hotel in Surabaya. Excellent Service Theory used can be seen from 6 principles, namely: Ability, Attitude, Appearance, Attention, Action, Accountability.*

*Field Work Reports can be compiled by conducting fieldwork practices at the Java Paragon Hotel and Residence Surabaya, located on Mayjend Sungkono 101 - 103 Surabaya. This field work practice was carried out for 3 months in the front office department especially in the Guest Relations Officer. Observations during the internship will be used to discuss more deeply the application of excellent service in the front office division at the Java Paragon Hotel and Residence Surabaya.*

*Based on observations and experiences after conducting field work, it is known that the Front Office department at the Java Paragon Hotel and Residence Surabaya still has not fulfilled all the principles of Service Excellent.*

*Keywords: Service Excellent, Hotel, Departement Front Office.*