

### ABSTRAK

Hotel merupakan salah satu komponen pendukung yang sangat penting dalam kegiatan wisata. Dalam menciptakan pelayanan prima kantor depan di sebuah hotel membutuhkan Sumber Daya Manusia yang berkualitas yang *trend* nya dalam rekrutmen karyawan. Penelitian ini dilakukan bertujuan untuk mendeskripsikan kriteria dalam rekrutmen karyawan kantor depan di Hotel Regantris Surabaya, proses rekrutmen karyawan kantor depan di Hotel Regantris Surabaya. Dalam penelitian ini menggunakan metode analisis kualitatif deskriptif yang data-datanya diperoleh dari hasil observasi, wawancara dengan *Human Resource Department* dan Departemen Kantor Depan pada bulan Juni - Agustus 2022, serta dokumentasi. Hasil penelitian ini menunjukkan kriteria dalam rekrutmen karyawan yaitu dari fisik yang harus *goodlooking*, pendidikan minimal SMA/SMK manajemn perhotelan, pengalaman minimal 6 bulan masa training, dan memiliki *soft skill* penting yaitu dalam berkomunikasi. Proses rekrutmen karyawan kantor depan yang dijalankan Hotel Regantris Surabaya memiliki alur yang cukup baik di mulai dengan *Staff Requisition Form* yang diserahkan ke HRD, pembukaan lowongan kerja atau *jobs ads*, penerimaan berkas lamaran, *review CV* dan data dukung, mengundang kandidat untuk wawancara, proses wawancara dengan HRM, HOD, atau GM. Ketika proses rekrutmen karyawan kantor depan terdapat kendala, yaitu dari segi komunikasi admin HR dengan kandidat kantor depan serta segi waktu dari HRM dan HOD.

**Kata kunci: Sumber Daya Manusia, Kriteria, Rekrutmen, Kantor Depan, Regantris Hotel Surabaya**

**ABSTRACT**

*Hotels are one of the supporting components that are very important in tourist activities. In creating excellent service for the front office in a hotel requires quality Human Resources whose trend is in employee recruitment. This study was conducted aimed at describing the criteria in the recruitment of front office employees at the Regantris Hotel Surabaya, the recruitment process for front office employees at the Regantris Hotel Surabaya. In this study using a descriptive qualitative analysis method whose data were obtained from the results of observations, interviews with the Human Resource Department and the Front Office Department in June - August 2022, as well as documentation. The results of this study show the criteria in employee recruitment, namely from the physique that must be goodlooking, at least sma / smk education in hospitality management, experience of at least 6 months of training period, and having important soft skills, namely in communicating. The recruitment process for front office employees run by Hotel Regantris Surabaya has a fairly good flow starting with the Staff Requisition Form submitted to HRD, opening job vacancies or jobs ads, receiving application files, reviewing CV and supporting data, inviting candidates for interviews, interviewing with HRM, HOD, or GM. When the recruitment process for front office employees, there are obstacles, namely in terms of communication between HR admins and front office candidates and in terms of time from HRM and HOD.*

**Keywords:** *Human Resources, Criteria, Recruitment, Front Office, Regantris Hotel Surabaya*