

ABSTRAK

Penelitian ini dilakukan untuk mengetahui bagaimana kinerja *kantor depan* dan kualitas pelayanan *kantor depan* di Harris-Pop *Hotel and Conventions* Surabaya serta hambatan yang terjadi pada saat melakukan pekerjaannya. Petugas *kantor depan* berperan penting untuk melayani tamu pada saat tamu tiba hingga tamu meninggalkan hotel, memberi pelayanan terbaik secara langsung maupun tidak langsung dan pelayanan pertama yang diterima oleh tamu saat datang ke hotel. Kesiapan, kesigapan, ketepatan dan kemampuan semua karyawan *kantor depan* dalam menjalankan tugas dan tanggung jawabnya sangat menentukan dalam memberikan kesan baik ataupun buruk. Penulis memilih beberapa informan untuk memberi informasi terkait dengan kualitas pelayanan *kantor depan*, beberapa informan tersebut adalah *staff front desk agent*, *manager* *kantor depan*, *supervisor* *kantor depan*, petugas telepon operator, petugas reservasi, *bellboy*, dan tamu Harris-Pop Hotel. Metode pengumpulan data yang digunakan dalam penelitian ini adalah deskriptif dengan menggunakan pendekatan kualitatif yaitu dengan wawancara, observasi dan penggunaan bahan dokumen. Hasil penelitian ini dapat diketahui bahwa kualitas pelayanan *kantor depan* sudah dilakukan dengan baik sehingga tamu senang untuk menginap. Tanggapan tamu terhadap pelayanan di Harris-Pop Hotel Surabaya juga baik dan puas dan sesuai harapan. Ini dapat diketahui pada saat wawancara terhadap tamu juga pada review tamu di OTA atau *online travel agent*. Hasil tersebut menunjukkan bahwa kualitas pelayanan *kantor depan* termasuk *excellent service*.

Kata Kunci: *Kantor Depan, Kualitas Pelayanan, Excelent Service.*

ABSTRACT

This study was conducted to find out how the performance of the front office and the quality of front office services at Harris-Pop Hotel and Conventions Surabaya and the obstacles that occur when doing their work. Front office staff play an important role in serving guests from the time the guest arrives until the guest leaves the hotel, providing the best service directly or indirectly and the first service received by guests when they come to the hotel. The readiness, alertness, accuracy and ability of all front office employees in carrying out their duties and responsibilities are very decisive in giving a good or bad impression. The author chooses several informants to provide information related to the quality of front office services, some of these informants are front desk agent staff, front office manager, front office supervisor, telephone operator, reservation officer, bellboy, and Harris-Pop Hotel guests. The data collection method used in this research is descriptive using a qualitative approach, namely by interviewing, observing and using document materials. The results of this study can be seen that the quality of the front office service has been done well so that guests are happy to stay. Guest responses to the services at Harris-Pop Hotel Surabaya are also good and satisfied and as expected. This can be known during interviews with guests as well as in guest reviews on OTA or online travel agents. These results indicate that the service quality of the front office includes excellent service.

Keywords: Front Office, Service Quality, Excellent Service.