

ABSTRACT

In this Final Project the writer takes the title of Front Desk Agent Role in Hotel 88 Embong Malang with the aim to find out the Front Desk Agent's Role in Hotel 88 Embong Malang Surabaya. The role of a Front Desk Agent in hotel 88 Embong Malang Surabaya is handling check in, handling check out, handling reservation, cashier, telephone operator and handling complaints. The conclusion about the role of the Front Desk Agent at Hotel 88 Embong Malang Surabaya is the Front Desk Agent at hotel 88 Malang Embong Surabaya which has the main task of providing services to guests well before guests check in until guests check out.

Keywords: Front Desk Agent

ABSTRAKSI

Dalam Tugas Akhir ini penulis mengambil judul Peranan *Front Desk Agent* Di Hotel 88 Embong Malang dengan tujuan untuk mengetahui peranan *Front Desk Agent* di Hotel 88 Embong Malang Surabaya. Peran seorang *Front Desk Agent* di hotel 88 Embong Malang Surabaya yaitu *handling check in, handling check out, handling reservation, cashier, Telephone Operator* dan *handling complain*. Kesimpulan tentang peran *Front Desk Agent* di Hotel 88 Embong Malang Surabaya adalah *Front Desk Agent* di hotel 88 Embong Malang Surabaya yang mempunyai tugas utama memberikan pelayanan kepada tamu baik sebelum tamu *check in* sampai tamu *check out*.

Kata kunci : *Front Desk Agent*