

## ***ABSTRACT***

In this final project the author takes the title of the Role of Night Audit at Hotel 88 Embong Malang Surabaya to describe the role of Night Audit at Hotel88 Embong Malang Surabaya. Night Audit at Hotel 88 Embong Malang Surabaya is actually a Front Desk Agent that works at night at 11:00 p.m. until 07.00 p.m. and the task is to make a summary report at Hotel 88 Surabaya Malang Embong namely expected arrival, expected departure, guest account balance, guest in house by room, guest in house by company, summary cashier report, turnover report, room revenue breakdown, double occupancy report, lodging, monthly forecast, competitor report. From the discussion above, it can be concluded that Night Audit at Hotel 88 Embong Malang Surabaya only applies to male Front Desk Agent staff because of working hours at night. Night Audit is responsible for summarizing all income and reports that are running on that day starting at 01.00 WIB until 24.00 WIB.

*Keywords: Role, Front Office, Night Audit, Hotel*

## ABSTRAK

Dalam tugas akhir ini penulis mengambil judul Peran Night Audit di Hotel 88 Embong Malang Surabaya untuk mendeskripsikan peran *Night Audit* di Hotel 88 Embong Malang Surabaya. *Night Audit* di Hotel 88 Embong Malang Surabaya sebenarnya adalah *Front Desk Agent* yang bertugas pada malam hari pukul 23.00 WIB sampai pukul 07.00 WIB dan tugasnya adalah membuat ringkasan laporan di Hotel 88 Embong Malang Surabaya yaitu *expected arrival*, *expected departure*, *guest account balance*, *guest in house by room*, *guest in house by company*, *summary cashier report*, *turnover report*, *room revenue breakdown*, *double occupancy report*, *lodging*, *monthly forecast*, *competitor report*. Dari pembahasan diatas dapat disimpulkan *Night Audit* di Hotel 88 Embong Malang Surabaya hanya berlaku bagi staf *Front Desk Agent* laki-laki karena jam kerjanya di malam hari. *Night Audit* bertugas merangkum semua pendapatan dan laporan yang berjalan pada hari itu mulai dari pukul 01.00 WIB sampai pukul 24.00 WIB.

Kata Kunci: Peran, *Front Office*, *Night Audit*, Hotel