

ABSTRACT

The purpose of writing this final project is to find out the source of booking reservations at PanaHouse Surabaya is. The author made observations at the Front Office Department of PanaHouse Surabaya. From the discussion, it can be concluded that the source of booking at PanaHouse Surabaya consists of Free Individual Travelers (FIT), Companies, Government, Online Travel Agents. The biggest source of bookings for the period January – March 2022 at PanaHouse Surabaya is from Online Travel Agents.

Keyword : Source of Booking, Front Office Department, Reservation

ABSTRAK

Tujuan penulisan Tugas Akhir ini adalah untuk mengetahui *source of booking reservation* di PanaHouse Surabaya. Penulis melakukan pengamatan di *Front Office Department* PanaHouse Surabaya. Dari pembahasan dapat disimpulkan bahwa *source of booking* di PanaHouse Surabaya terdiri dari *Free Individual Traveler (FIT)*, *Company*, *Government*, *Online Travel Agent*. *Source of booking* terbesar periode Januari – Maret 2022 di PanaHouse Surabaya yaitu berasal dari *Online Travel Agent*.

Kata Kunci: *Source of Booking, Front Office Department, Reservation*