

## ***ABSTRACT***

*The author takes the title Bellboy Duties and Responsibilities at Aria Centra Hotel Surabaya, with the aim of knowing the duties and responsibilities of Bellboy at Aria Centra Hotel Surabaya. The writer who also works as a Bellboy at Aria Centra Hotel observes the duties and responsibilities of Bellboy at Aria Centra Hotel Surabaya. The author can conclude that the duties and responsibilities of Bellboy at Hotel Aria Centra Surabaya are to open doors for guests, provide information or direct guests, assist guests' luggage when (Check In, Check Out, change rooms), serve guest luggage storage and serve Valet Services.*

*Keywords : Bellboy, Front Office Department*

## ABSTRAK

Penulis mengambil judul Tugas dan Tanggung Jawab *Bellboy* di Hotel Aria Centra Surabaya, dengan tujuan untuk mengetahui tugas dan tanggung jawab *Bellboy* di Hotel Aria Centra Surabaya. Penulis yang juga bekerja sebagai *Bellboy* di Aria Centra Hotel melakukan pengamatan terhadap tugas dan tanggung jawab *Bellboy* di Hotel Aria Centra Surabaya. Penulis dapat menyimpulkan, bahwa tugas dan tanggung jawab *Bellboy* di Hotel Aria Centra Surabaya adalah membukakan pintu untuk tamu, memberikan informasi atau mengarahkan tamu, membantu barang bawaan tamu ketika (*Check In, Check Out, pindah kamar*), melayani penitipan barang tamu dan melayani *Valet Service*.

Kata Kunci : *Bellboy, Front Office Department*