

ABSTRACT

The purpose of writing this final project is to find out the bellboy services at KHAS Hotel Gresik. The author made observations at the Front Office KHAS Hotel Gresik. From the discussion, it can be concluded that the bellboy services at KHAS Hotel Gresik includes guest arrival services (check-in), guest departures services (check-out), visitor services, valet parking services, guest luggage storage services and services for receiving package shipments.

Keyword : Services, Bellboy, Front Office.

ABSTRAK

Tujuan penulisan Tugas Akhir ini adalah untuk mengetahui pelayanan *bellboy* di KHAS Hotel Gresik. Penulis melakukan pengamatan di *Front Office* KHAS Hotel Gresik. Dari pembahasan dapat disimpulkan bahwa pelayanan *bellboy* di KHAS Hotel Gresik meliputi pelayanan kedatangan tamu (*check-in*), keberangkatan tamu (*check-out*), pelayanan pengunjung, pelayanan *Valet Parking*, pelayanan penitipan barang tamu, dan pelayanan menerima kiriman paket.

Kata Kunci: Pelayanan, *Bellboy*, *Front Office*.