

ABSTRACT

The purpose of writing this Final Project is to find out the duties and responsibilities of the concierge in handling guest luggage at the DoubleTree Surabaya Hotel. The writer who is also an training at the DoubleTree by Hilton Hotel Surabaya makes observations about the duties and responsibilities of the concierge at the DoubleTree by Hilton Hotel Surabaya. The author can conclude that the duties and responsibilities of the concierge in handling guests' luggage in the Front Office department at the Double Tree Hotel Surabaya include Check in, Check out, Change Room, guest grub, storage of guest luggage.

Keywords : Duties and responsibilities, concierge, guest luggage

ABSTRAK

Tujuan penulisan Tugas Akhir ini untuk mengetahui tugas dan tanggung jawab *concierge* dalam menangani barang bawaan tamu di Hotel DoubleTree Surabaya. Penulis yang juga merupakan mahasiswa *training* di Hotel DoubleTree by Hilton Surabaya melakukan pengamatan tentang tugas dan tanggung jawab *concierge* di Hotel *DoubleTree by Hilton* Surabaya. Penulis dapat menyimpulkan, tugas dan tanggung jawab *concierge* dalam menangani barang bawaan tamu pada *Front Office department* di Hotel DoubleTree Surabaya antara lain *Check in*, *Check out*, *Change Room*, tamu group, penitipan barang bawaan tamu.

Kata kunci: Tugas dan tanggung jawab, *concierge*, barang bawaan tamu