

**FRONT DESK AGENT RESPONSIBILITY
AT GRANDE VALORE HOTEL**

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ABSTRACT

The main purpose of this paper is to describe what are the responsibilities of the front desk agent at Grande Valore Hotel located in the Cikarang, especially at Jababeka 1 industrial park. The observation started from February to August 2024. The writer chooses qualitative as the type of research that is used to collect data, by observing and describing the results of observations that were found during the internship. There are 7 front desk agent's responsibilities, namely; (1) make room reservations, (2) handle guest check-in and check-out, (3) make courtesy calls, (4) inventory guest rooms, (5) upsell products, (6) input guest data into VHP system, (7) make daily reports.

Keywords: front desk agent, hospitality, hotel, responsibility.

TANGGUNG JAWAB FRONT DESK AGENT DI GRANDE VALORE HOTEL

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ABSTRAKSI

Tujuan utama dari karya tulis ini adalah untuk menguraikan apa saja yang menjadi tanggung jawab dari front desk agent di Grande Valore Hotel yang terletak di Cikarang, khususnya di kawasan industri Jababeka 1. Observasi ini dimulai dari bulan Februari hingga Agustus 2024. Penulis memilih kualitatif sebagai jenis penelitian yang digunakan untuk mengumpulkan data, dengan cara mengamati dan mendeskripsikan hasil pengamatan yang ditemukan selama magang. Ada 7 tanggung jawab front desk agent yaitu; (1) membuat reservasi kamar, (2) menangani check-in dan check-out tamu, (3) melakukan courtesy call, (4) menginventarisir kamar tamu, (5) melakukan upselling produk, (6) menginput data tamu ke dalam sistem VHP, (7) membuat laporan harian.

Kata kunci: front desk agent, hotel, perhotelan, tanggung jawab.