

**DESKRIPSI PEKERJAAN FRONT DESK OFFICE DI CAMBRIDGE  
SCHOOL OF ENGLISH BEKASI**

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**ABSTRAK**

*Penelitian ini dilaksanakan dengan tujuan untuk mengetahui bagaimana deskripsi kerja front desk officer pada Cambridge School of English yang tepatnya berlokasi di Taman Wisma Asri, jl. Perjuangan K-8 Bekasi. Pelaksanaan penelitian dikerjakan selama enam bulan terhitung mulai tanggal 3 february 2020 sampai dengan tanggal 31 juli 2020. Metode dasar yang digunakan dalam praktek magang ini adalah observasi dan wawancara. Front desk officer memiliki banyak deskripsi kerja yang berpengaruh dengan segi administrasi maupun marketing. Metode deskriptif adalah metode penelitian yang dipakai penulis dengan cara mendeskripsikan pekerjaannya perbulan. Setelah itu, penulis membuat kesimpulannya yang didapat selama penelitian. Hasil penelitian ini menjelaskan bahwa front desk officer memiliki tanggung jawab untuk memberikan pelayanan yang maksimal baik untuk tamu maupun sesama staff.*

*Kata kunci: deskripsi kerja, front desk office, administrasi, pelayanan.*

**THE JOB DESCRIPTION OF FRONT DESK OFFICE AT CAMBRIDGE  
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**ABSTRACT**

This research was conducted with the aim of finding how the front desk officer job description at Cambridge School of English, which is located at Taman Wisma Asri, Perjuangan Rd, K-8 Bekasi. The research was carried out for six months starting from February 3<sup>th</sup> 2020 to July 31<sup>th</sup> 2020. The research methodology used in this paper are observation and interview. Front desk officer has a few job descriptions that have some impacts on both administration and marketing aspects. Descriptive method is a method used by the writer to describe her monthly work. Afterwards, the writer made the conclusions obtained during the research. The results of this research explained that the front desk officer has the responsibility to provide maximum service for both guest, fellow staff and teachers.

Keywords: job description, front desk office, administration, service.