

**DESKRIPSI KERJA CONCIERGE PADA DEPARTEMEN FRONT OFFICE  
DI HOTEL ANTERO JABABEKA BY PRASANTHI JABABEKA -  
CIKARANG**

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**ABSTRAK**

*Penelitian ini bertujuan untuk mengetahui pekerjaan yang dilakukan Concierge di Antero Jababeka Hotel by Prasanthi Jababeka – Cikarang. Jenis penelitian ini adalah deskriptif data kualitatif. Populasi pada penelitian ini adalah 4 orang staff Concierge dan 1 orang Supervisor Manager front office Department. Teknik pengumpulan data adalah dengan metode wawancara, observasi, dan dokumentasi. Kemudian data dianalisis dengan cara reduksi data, penyajian data, penarikan kesimpulan, dan verifikasi. Dari hasil penelitian ini ditemukan beberapa hal mengenai pekerjaan Concierge di Antero Jababeka Hotel by Prasanthi Jababeka – Cikarang yaitu pada umumnya Concierge bertanggung jawab atas operasional seputar front office, seperti lobi, lounge, dan koridor. Sebagai tambahan upaya mengatasi complain tamu yaitu Concierge bertanggung jawab hanya di koridor dan di lobby, sedangkan tanggung jawab lounge adalah bagian dari tugas pelayan pria/wanita. Jadi tugas Concierge lebih efektif dan efisien karena adanya kerja sama antara Departemen Front Office dengan pelayan pria/wanita.*

*Kata kunci: Concierge, pekerjaan, pelayan pria/wanita.*

**JOB DESCRIPTION OF CONCIERGE IN FRONT OFFICE  
DEPARTMENT AT ANTERO JABABEKA HOTEL BY PRASANTHI  
JABABEKA – CIKARANG**

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**ABSTRACT**

The study is to know the work the concierge does in the Antero Jababeka Hotel by Prasanthi Jababeka – Cikarang. This type of research is qualitative data descriptive. The population on this study were 4 concierge staff and 1 front office supervisor. Data collection techniques are through interviews, observation, and documentation methods. Then the data was analyzed by means of data reduction, data presentation, deduction withdrawal, and verification. The result of this study has several thing to do with the concierge in Antero Jababeka Hotel by Prasanthi Jababeka – Cikarang who is generally responsible for operating around the front office, such as the lobby, lounge, and corridor. In addition to providing attention to the guests, the concierge is responsible only in the corridors and lobby, meanwhile the responsibilities of the lounge are part of the waiter/waitress assignment. So the concierge's job is more effective and efficient because of the cooperation that exists between the front office department and waiter/waitress.

Key Words: concierge, job, waiter/waitress.