

THE JOB DESCRIPTION OF OFFICE AT IXO HOTEL BEKASI

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ABSTRACT

This study aims to identify and understand how to work in the back office in a hotel industry, namely the IXO Bekasi hotel which is located at Jalan Pramuka number 23 Bekasi 17141. In this study, the author examines any work as part of the administration in the back office and during activities. The author's internship observes how the steps and work processes are there so that the author finds problems and ineffectiveness in carrying out these tasks. In this research, the writer tries to research and brainstorm so that the writer finds ideas in solving the problem. The author underwent an internship at the IXO hotel from March 28 to June 28, 2022. The technique of collecting data was by searching for books on the Internet and references to scientific works in the campus library. This research method is descriptive analytic method by describing the work that is routinely done there. After that, the writer makes a summary and conclusions made during the internship. During the author's internship there, the writer sometimes finds problems because there is no special program for interns, but the mentor is ready to help when the writer actively asks questions so that the internship process can run smoothly.

Keywords: back office, IXO hotel, internship