

ABSTRAK

M ANANG HAFIZAL FIKRI. 2024. “Penanganan Keluhan Tamu oleh Receptionist Di Hotel Grand Lexis Port Dickson Malaysia” Tugas Akhir Politeknik pariwisata Lombok. Dengan Pembimbing 1: Yoyok Antoni, S.E., M. Si. & Pembimbing 2 Dimas Purnama Dewata, S.Tr,Par., M.B.A

Penelitian ini bertujuan untuk mengetahui “Bagaimana Penanganan Keluhan Tamu oleh Resepsionis Di hotel Grand Lexis Port Dickson Mslaysia”

Jenis penelitian kualitatif deskriptif dengan sumber data primer dan sekunder. Teknik pengumpulan data secara wawancara, observasi dengan *informant assist front office manager* dan staf *front office* melalui *online* serta dokumentasi.

Hasil penelitian mengungkapkan bahwa adanya *Standar Operasional Prosedur (SOP)* penanganan keluhan tamu di hotel Grand Lexis Port Dickson Malaysia. Kurangnya komunikasi antara departemen *housekeeping* dan *front office* ketika penyiapan permintaan kamar. Tentunya penyiapan kamar akan mempengaruhi kerjasama antara departemen HK dan FO.

Kata kunci: Penanganan keluhan tamu, *receptionist*, *housekeeping*

ABSTRACT

M ANANG HAFIZAL FIKRI. 2024. *“Handling Guest Complaints by Receptionists at Grand Lexis Hotel Port Dickson Malaysia” Lombok tourism polytechnic Final Project. With Supervisor 1: Yoyok Antoni, S.E., M. Si. & Supervisor 2 Dimas Purnama Dewata, S.Tr, Par., M.B.A.*

This study aims to determine "How is the Handling of Guest Complaints by the Receptionist at the Grand Lexis Port Dickson Hotel Malaysia"

Descriptive qualitative research with primary and secondary data sources. Data collection techniques are interviews, observations with informants assist front office manager and front office staff through online and documentation.

The results revealed that there is a Standard Operating Procedure (SOP) for handling guest complaints at the Grand Lexis Port Dickson Malaysia hotel. Lack of communication between the housekeeping department and the front office when preparing room requests. Of course, room preparation will affect the cooperation between the HK and FO departments.

Keywords: Guest complaint handling, receptionist, housekeeping