

## ABSTRAK

**Ni Nyoman Ayu Dwi Arsani.** 2024. Peranan *Receptionist* dalam Menangani Tamu *Check-In* Di Hotel Royal Avila *Boutique Resort*. Politeknik Pariwisata Lombok. Pembimbing Abdul Hanan, S.Pd.,M.Pd dan Muhammad Sultan Hali S.Pd.,M.M.

Peran receptionist sangat penting untuk meningkatkan pelayanan pada operasional dan kelancaran yang ada di dalam hotel untuk menangani permintaan dari tamu dan depatemen lain.

Tujuan penelitian tugas akhir ini untuk mengetahui peranan receptionist dalam menangani tamu check-in dan check-out di hotel Royal Avila Boutique Resort.

Adapun metode penelitian tugas akhir ini adalah observasi, wawancara, dan dokumentasi dengan metode analisis kualitatif.

Hasil penelitian tugas akhir ini dapat dipahami bahwa staf front office dalam melaksanakan tugasnya sudah menerapkan semua standar operasional prosedur dengan baik akan tetapi dalam kenyataannya masih sering terjadi complain tamu yang disebabkan oleh human eror dan sistem eror. Kedudukan receptionist sangat penting di hotel karena tamu akan banyak berinteraksi dengan receptionist. Keberhasilan operasional kantor depan dipengaruhi beberapa faktor salah satunya ialah dalam menangani tamu check-in dan check-out diperlukan pelayanan yang sesuai dengan standar operasional prosedur demi terwujudnya kepuasan tamu.

**Kata kunci:** Peranan *Receptionist* dengan mengikuti standar operasional prosedur, *chcek-in*.

## **ABSTRACT**

**Ni Nyoman Ayu Dwi Arsani.** 2024. *The role of the receptionist in handling check-in guests at Royal Avila Boutique Resort. Lombok Tourism Polytechnic. Advisor Abdul Hanan, S.Pd.,M.Pd and Muhammad Sultan Hali, S.Pd.,M.M.*

*The role of the receptionist is very important to improve the service in the operation and smoothness of the hotel to handle request from guests and other departements.*

*The purpose of this final research is to find out the role of the receptionist in handling guest check-in and check-out at hotel Royal Avila Boutique Resort. The research method of this final project is observation, interview, and documentation using qualitative methods. The results of this final project research can be understood that the staff in carrying out their duties have implemented all standard operational procedures properly, but in reality there are still frequent guest complaint caused by human errors dan system errors. The position of the receptionist is very important at the hotel because guests will interact a lot with the receptionist. The success of the front office operation is influenced by several factors, one of which is that in handling check-in and check-out guests, service that are in accordance with the standard operational procedures for the realisation of guest satisfaction are required.*

**Keywords:** *The role of receptionist by following the standard operational procedure, of check-in.*