

INTISARI

Java Paragon Hotel and Residences Surabaya merupakan hotel berbintang empat di Surabaya yang telah berdiri sejak tanggal 8 Agustus 2008. Hotel yang berada dibawah manajemen Rêveur Hospitality ini merupakan salah satu perusahaan manajemen hotel yang sedang berkembang. Laporan Kerja Lapangan ini bertujuan untuk mengetahui implementasi dari *service quality* dan kinerja pada bagian *concierge* di Java Paragon Hotel and Residences. Teori *service quality* yang digunakan terdiri dari 5 dimensi, yaitu : *tangible*, *reliability*, *responsiveness*, *assurance* dan *empathy*. Teori kinerja yang digunakan terdiri dari 4 faktor yaitu : kemampuan kerja, disiplin kerja, tanggung jawab kerja, dan kerjasama antar karyawan.

Laporan Kerja Lapangan dapat disusun dengan cara melakukan praktik kerja lapangan di Java Paragon Hotel and Residences Surabaya yang terletak di jalan Mayjen Sungkono 101-103 Surabaya. Praktik Kerja Lapangan dilakukan selama 4 bulan pada bagian *concierge*. Pengamatan selama melakukan kerja lapangan akan digunakan untuk membahas lebih dalam mengenai implementasi *service quality* dan kinerja pada bagian *concierge* di Java Paragon Hotel and Residences Surabaya.

Berdasarkan pengamatan serta pengalaman selama melakukan kerja praktik lapangan, diketahui bahwa *Concierge* di Java Paragon Hotel and Residences Surabaya sudah hampir memenuhi seluruh kondisi yang dituang dalam setiap dimensi *service quality* dan faktor dari kinerja. Masalah-masalah kecil masih ditemukan, namun dapat diselesaikan dengan baik.

Kata Kunci : *Concierge*, *Service quality*, Kinerja, Java Paragon Hotel and Residences Surabaya

ABSTRACT

Java Paragon Hotel and Residences Surabaya is a four star hotel in Surabaya which has been standing from August 8th, 2008. This hotel is managed by Rêveur Hospitality which is one of the growing hotel management company. This internship report is aim to know the implementation of service quality and performance on concierge section in Java Paragon Hotel and Residences Surabaya. Service quality theory that used consisted of 5 dimensions, namely : tangible, reliability, responsiveness, assurance and empathy. Performance theory that used consisted of 4 factors, namely : the ability to work, the discipline work, the responsibility of work, and collaboration between employees.

The internship report was done by conducting internship in Java Paragon Hotel and Residences Surabaya which is located in Surabaya at Jalan Mayjen Sungkono no. 101-103. This internship was conducted for 4 months on concierge section. Observation during internship program will be used to discuss about implementation service quality and performance on concierge section in Java Paragon Hotel and Residences Surabaya.

Based on observation and experience during internship, can be known that concierge in Java Paragon Hotel and Residences Surabaya almost able to meet all conditions in every dimensions of service quality and factors of performace. Small problems still can be found, but can be resolved properly.

Keywords : Concierge, Service quality, Performance, Java Paragon Hotel and Residences Surabaya