

INTISARI

Singgasana Hotel Surabaya berdiri sejak tanggal 19 Juli 2006. Hotel ini memiliki luas yaitu 7 ha dengan rincian 5,2 ha yang diperuntukkan lahan hijau dan 1,8 ha untuk bangunan. Singgasana Hotel Surabaya merupakan salah satu hotel bintang empat yang bernuansa *resort* di kota Surabaya yang memiliki daya tarik serta ciri khas dengan suasana hotel tradisional Jawa dicampur Bali. Laporan Kerja Lapangan ini bertujuan untuk mengetahui implementasi dari *service quality* pada *Reservation, Reception, Operator dan Guest Relation Officer* di Singgasana Hotel Surabaya. Dimensi *service quality* yang digunakan terdiri dari 5 dimensi, yaitu: *responsiveness, reliability, assurance, empathy dan tangibles*.

Laporan Kerja Lapangan dapat disusun dengan cara melakukan praktek kerja lapangan di Singgasana Hotel Surabaya yang terletak di jalan Gunungsari nomor 170. Praktek Kerja Lapangan dilakukan selama 4 bulan pada bagian *Front Office*. Pengamatan selama melakukan kerja lapangan akan digunakan untuk membahas lebih dalam mengenai implementasi *service quality* pada *Front Office* di Singgasana Hotel Surabaya.

Berdasarkan pengamatan serta pengalaman selama melakukan kerja praktek lapangan, diketahui bahwa *Front Office* di Singgasana Hotel Surabaya sudah memenuhi seluruh kondisi yang dituang dalam setiap dimensi *service quality*. Masalah-masalah kecil masih dapat ditemukan, tetapi dapat terselesaikan dengan baik.

Kata Kunci: *Front Office, Service Quality, Singgasana Hotel Surabaya*.

ABSTRACT

Singgasana Hotel Surabaya which has been standing from July 19th, 2006. It has an area of 7 ha with details 5.2 ha of green land and earmarked 1.8 ha of land for the building. Singgasana Hotel Surabaya is one of the four stars hotel resort in the city of Surabaya that has appeal as well as the hallmark of a traditional hotel with the atmosphere mixed Java Bali. The report of field work aims to know the implementation of the service quality in the Reservation, Reception, Operator dan Guest Relation Officer at Singgasana Hotel Surabaya. The dimensions of service quality that is used consists of 5 dimensions, namely: responsiveness, reliability, assurance, empathy and tangibles.

The report of field work can be arranged by means of doing fieldwork in Singgasana Hotel Surabaya is located on jalan Gunungsari number 170. The practice of field work conducted for 4 months at the Front Office. Observations during field work will be used to discuss more about the implementation of the service quality in the Front Office in Singgasana Hotel Surabaya.

Based on observation and experience during doing practice work field, note that the Front Office in Surabaya Hotel Throne already filled all the conditions that poured in each of the dimensions of service quality. Small problems can still be found, but it can be resolved properly.

Key words: Front Office, Service Quality, Singgasana Hotel Surabaya.