

INTISARI

The Alimar Premier Hotel Surabaya merupakan hotel berbintang tiga di Surabaya yang telah berdiri sejak tanggal 15 Agustus 2017. Laporan Kerja Lapangan ini bertujuan untuk mengetahui implementasi dari *service encounter* pada *Front Desk Agent (FDA)* di The Alimar Premier Hotel Surabaya. Teori *service encounter* yang digunakan terdiri dari 4 dimensi, yaitu : *adaptability, coping, spontaneity, dan recovery*.

Laporan Kerja Lapangan dapat disusun dengan cara melakukan praktek kerja lapangan di The Alimar Premier Hotel Surabaya yang terletak di jalan Dr. Ir. H. Soekarno 134 Surabaya. Praktek Kerja Lapangan dilakukan selama 3 bulan pada bagian *Front Desk Agent (FDA)* atau yang umum dikenal dengan *Receptionist*. Pengamatan selama melakukan kerja lapangan akan digunakan untuk membahas lebih dalam mengenai implementasi *service encounter* pada *Front Desk Agent (FDA)* di The Alimar Premier Hotel Surabaya.

Berdasarkan pengamatan serta pengalaman selama melakukan kerja praktek lapangan, diketahui bahwa *Front Desk Agent (FDA)* di The Alimar Premier Hotel Surabaya sudah memenuhi seluruh kondisi yang dituang dalam setiap dimensi *service encounter*. Masalah-masalah kecil masih dapat ditemukan, tetapi dapat diselesaikan dengan mudah.

Kata Kunci : *Front desk agent (FDA), Receptionist, Service ncounter, The Alimar Premier Hotel Surabaya*

ABSTRACT

The Alimar Premier Hotel Surabaya is a three star hotel in Surabaya which has been standing from August 15th, 2017. This internship report is aim to know the implementation of service encounter on Front Desk Agent (FDA) in The Alimar Premier Hotel Surabaya. Service encounter theory that used consisted of 4 dimensions, namely : adaptability, coping, spontaneity, and recovery.

The internship report was done by conducting internship in The Alimar Premier Hotel Surabaya which is located in Surabaya at Jalan Dr. Ir. H. Soekarno 134. This internship was conducted for 3 months on Front Desk Agent (FDA) or as known as Receptionist. Observation during internship program will be used to discuss about implementation service encounter on Front Desk Agent (FDA) in The Alimar Premier Hotel Surabaya.

Based on obeservation and experience during internship, can be known that Front Desk Agent (FDA) in The Alimar Premier Hotel Surabaya able to meet all conditions in every dimensions of service encounter. Small problems still can be found, but easily can be solved.

Keywords : Front desk agent (FDA), Receptionist, Service ncounter, The Alimar Premier Hotel Surabaya