

**ANALISA COMPLAINT BEHAVIOR DAN COMPLAINT HANDLING
PADA FRONT OFFICE DI KAMPI HOTEL SURABAYA**

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INTISARI

Laporan ini bertujuan untuk mengamati *complaint behavior* dan *complaint handling* pada *front office* di Kampi Hotel Surabaya. Komplain yang terjadi dapat dianalisa melalui *complaint behavior* serta *complaint handling* dalam menangani adanya komplain. Laporan kerja lapangan disusun dengan cara melakukan praktik kerja lapangan di Kampi Hotel Surabaya yang terletak di Jalan Taman Apsari nomor 3-5 Surabaya. Praktik kerja lapangan berlangsung selama 2 bulan pada bagian *front office*. Pengamatan selama melakukan aktifitas kerja praktik akan digunakan untuk membahas lebih dalam mengenai *complaint behavior* dan *complaint handling* di Kampi Hotel Surabaya. Berdasarkan pengamatan serta pengalaman melakukan kerja praktik lapangan, diketahui bahwa *front officer* Kampi Hotel Surabaya sudah memenuhi kondisi yang terdapat dalam setiap teori *complaint behavior* dan *complaint handling*. Masalah-masalah masih ditemukan, sehingga perlu dilakukan perbaikan, keadilan, dan rekomendasi.

Kata kunci: *Complaint, Complaint Behaviour, Handling Complaint.*

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TOWARD FRONT OFFICE AT KAMPI HOTEL SURABAYA***

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ABSTRACT

This report aims to examine the complaint behavior and complaint handling on Front Office at Kampi Hotel Surabaya. Complaint that occur can be analyzed through complaint behaviour and also complaint handling. Field work report prepared by doing work practice at Kampi Hotel Surabaya which is located at Taman Apsari Street number 3-5 Surabaya.. Practice work done for 2 months on the Front Office. Observations during conducting practical work activities will be used to discuss more deeply about the application of customer behavior and complaint handling at Kampi Hotel Surabaya. Based on observations and experience in conducting field practice work, it is known that the Kampi Hotel Surabaya Front Office has fulfilled the conditions contained in each theory of complaint behavior and complaint handling. Problems are still found, so improvements, justice and recommendations need to be done.

Keywords: Complaint, Complaint Behaviour, Handling Complaint