

**COMPLAINT HANDLING PADA FRONT OFFICE DEPARTMENT DI  
KAMPI HOTEL SURABAYA**

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**ABSTRAK**

Laporan ini bertujuan untuk mengamati *complaint handling* pada *front office department* di Kampi Hotel Surabaya. Komplain yang terjadi dapat dianalisa melalui jenis komplain dan *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 department*. Pengamatan selama melakukan aktifitas kerja praktik akan digunakan untuk membahas lebih dalam mengenai *complaint handling* yang ada di Kampi Hotel Surabaya. Berdasarkan pengamatan serta pengalaman melakukan kerja praktik lapangan, diketahui bahwa *front office department* Kampi Hotel Surabaya sudah memenuhi kondisi yang terdapat dalam setiap teori *complaint handling*. Masalah-masalah masih ditemukan, sehingga perlu dilakukan perbaikan, keadilan, dan rekomendasi.

Kata kunci: *Complaint, Handling Complaint, Customer Satisfaction.*

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***ABSTRACT***

*This report aims to observe complaint handling at the front office department at Kampi Hotel Surabaya. Complaints that occur can be analyzed through the types of complaints and complaint handling in dealing with complaints. The fieldwork report was prepared by carrying out fieldwork practices at Kampi Hotel Surabaya, located at Jalan Taman Apsari number 3-5 Surabaya. The fieldwork practice lasted for 2 months in the front office department. Observations during practical work activities will be used to discuss more deeply about complaint handling in the Surabaya Hotel Kampi. Based on observations and experiences doing fieldwork, it is known that the front office department of Kampi Hotel Surabaya has fulfilled the conditions contained in every complaint handling theory. Problems are still being found, so improvements, fairness, and recommendations need to be done.*

*Keywords: Complaint, Handling Complaint, Customer Satisfaction*