

**ANALISIS KOMUNIKASI ANTARA *FRONT OFFICE DEPARTMENT*
DAN *HOUSEKEEPING DEPARTMENT* DI ZOOM HOTEL JEMURSARI
SURABAYA**

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ABSTRAK

Laporan ini bertujuan untuk memahami dan mengamati praktik komunikasi antara *front office department* dengan *housekeeping department* di Zoom Hotel Jemursari Surabaya. Laporan kerja lapangan disusun dengan cara melakukan praktik kerja lapangan di Zoom Hotel Jemursari Surabaya yang berlokasi di Jalan Raya Jemursari 109 B-C, Surabaya. Praktik kerja lapangan berlangsung selama 1 bulan 6 hari pada bagian *front office (Front Desk Agent)*. Pengamatan selama melakukan praktik kerja lapangan akan digunakan untuk membahas lebih dalam mengenai praktik komunikasi antara *front office department* dengan *housekeeping department* di Zoom Hotel Jemursari Surabaya.

Berdasarkan pengamatan dan pengalaman selama melakukan praktik kerja lapangan, diketahui bahwa *front office department* Zoom Hotel Jemursari Surabaya sudah melakukan praktik komunikasi dengan cukup baik. Terdapat masalah dari praktik komunikasi dengan *housekeeping department*, sehingga perlu dilakukan perbaikan dan rekomendasi.

Kata kunci : Komunikasi, *room division*, Standard Operasional Prosedur.

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ABSTRACT

This report aims to understand and observe communication practices between the front office department and the housekeeping department at Zoom Hotel Jemursari Surabaya. Fieldwork reports are prepared by conducting field work practices at Zoom Hotel Jemursari Surabaya, located on Jalan Raya Jemursari 109 B-C, Surabaya. Field work practice lasts for 1 month and 6 days at the front office (Front Dest Agent). Observations during field work practices will be used to discuss more deeply about communication practices between the front office department and the housekeeping department at Zoom Hote Jemursari Surabaya. Based on observations and experiences during field work practices, it is known that the Zoom Hotel Jemursari Surabaya front office department has practiced good communication. There are problems with communication practices with the housekeeping department, so it is necessary to make improvements and recommendations.

Keywords: Communication, room division, Standard Operasional Prosedur.