

**COMPLAINT HANDLING PADA FOOD AND BEVERAGE SERVICE
DEPARTMENT HOTEL JW MARRIOTT SURABAYA**

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ABSTRACT

Laporan ini bertujuan untuk memahami dan mengetahui *complaint handling* pada *Food & Beverage Service Department* di Hotel JW Marriott 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 Hotel JW Marriott Surabaya yang berlokasi di Jalan Embong Malang No. 85-89, Surabaya. Praktik kerja lapangan berlangsung selama 4 bulan pada *Food & Beverage Service Department*. Pengamatan selama melakukan praktik kerja lapangan akan digunakan untuk membahas lebih dalam mengenai *complaint handling* yang ada di Hotel JW Marriott Surabaya. Berdasarkan pengamatan dan pengalaman selama melakukan praktik kerja lapangan, diketahui bahwa *food & beverage service department (lobby lounge)* Hotel JW Marriott Surabaya telah memenuhi kondisi yang terdapat dalam teori *complaint handling*. Masalah-masalah masih ditemukan sehingga perlu dilakukan perbaikan dan rekomendasi.

Kata kunci: *Complaint, Complaint Handling, Customer Satisfaction, Food & Beverage Service*

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This report aims to understand and find out complaint handling in the food & beverage service department at the JW Marriott Hotel Surabaya. Complaints that occur can be analyzed through the types of complaints and complaint handling in dealing with complaints. Field work reports were prepared by conducting field work practices at the JW Marriott Hotel Surabaya, located at Jalan Embong Malang No. 85-89, Surabaya. The field work practice lasts for 4 months at the Food & Beverage service Department. Observations during field work practices will be used to discuss more deeply about complaint handling at the JW Marriott Hotel Surabaya. Based on observations and experiences during field work practices, it is known that the food & beverage service department (lobby lounge) of the JW Marriott Hotel Surabaya has fulfilled the conditions contained in the complaint handling theory. Problems are still found so that improvements and recommendations need to be made.

Keywords: Complaint, Complaint Handling, Customer Satisfaction, Food & Beverage Service