

ANALISIS *SERVICE RECOVERY* PADA *FRONT OFFICE EXECUTIVE LOUNGE* JW MARRIOTT HOTEL SURABAYA

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ABSTRAK

Laporan ini bertujuan untuk memahami strategi penanganan komplain melalui dimensi dari *service recovery* pada departemen *front office* divisi *executive lounge* di JW Marriott Hotel Surabaya. Dimensi yang digunakan yaitu *procedural justice*, *Interactional justice* dan *distributive justice*. Laporan kerja lapangan disusun dengan cara melakukan praktik kerja lapangan di JW Marriott Hotel Surabaya yang berlokasi di Jalan Embong Malang 85-89, Surabaya. Praktik kerja lapangan berlangsung selama 6 bulan pada departemen *front office* divisi *executive lounge*. Pengamatan selama melakukan praktik kerja lapangan akan digunakan untuk membahas mengenai penanganan komplain dengan menggunakan dimensi dari *service recovery* di JW Marriott Hotel Surabaya.

Berdasarkan pengamatan dan pengalaman selama melakukan praktik kerja lapangan, ditemukan bahwa divisi *executive lounge* sudah melakukan penanganan komplain menggunakan beberapa dimensi dari *service recovery*. Namun terdapat masalah dari beberapa dimensi *service recovery* yang tidak diterapkan ke dalam penanganan komplain. Maka perlu dilakukan perbaikan dan rekomendasi.

Kata kunci: *Service Recovery, Penanganan Komplain, Front Office Department*

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ABSTRACT

This report aims to understand the strategy for handling complaints through the dimensions of service recovery in front office department, executive lounge division at JW Marriott Hotel Surabaya. The dimensions used are procedural justice, interactional justice, and distributive justice. Field work reports were prepared by conducting field work practices at JW Marriott Hotel Surabaya located at Jalan Embong Malang 85-89, Surabaya. The field work practice lasts for 6 months in the front office department especially in executive lounge division. Observations during field work practices will be used to discuss complaint handling using the dimension of service recovery at JW Marriott Hotel Surabaya.

Based on observations and experiences during field work practices, it was found that in executive lounge division had handled complaints using service recovery. However, there are problems from several service recovery dimensions that are not implemented in complaint handling. It is necessary to make improvements and recommendations.

Keywords: Service Recovery, Handling Complaints, Front Office Department