

**IMPLEMENTASI *SERVICE RECOVERY*  
PADA *FRONT OFFICE DEPARTMENT*  
DI OAKWOOD HOTEL & RESIDENCE SURABAYA**

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**ABSTRAK**

Laporan ini bertujuan untuk memaparkan Implementasi *Service Recovery* yang diterapkan oleh penulis dalam beberapa permasalahan yang terjadi pada *Front Office Department* di Oakwood Hotel & Residence Surabaya. Laporan ini disusun berdasarkan hasil pelaksanaan praktik kerja lapangan di Oakwood Hotel & Residence Surabaya yang merupakan satu-satunya hotel berbintang 5 di Surabaya Timur. *Service Recovery* adalah mengenai bagaimana kesalahan dalam sebuah layanan diperbaiki. Kunci perbaikan sebuah layanan adalah aksi yang cepat dan tepat ketika kesalahan itu diketahui.

Laporan kerja lapangan ini disusun berdasarkan aktivitas magang yang dilakukan penulis di Oakwood Hotel & Residence Surabaya selama 6 bulan. Penulis mengambil posisi *Front Office Department* dan melakukan beberapa aktivitas seperti *operator, selling up, receptionist, & reservations*. Pengamatan yang sudah dilakukan selama proses magang tersebutlah yang akan digunakan sebagai dasar dari penulisan Laporan Kerja Lapangan ini.

Berdasarkan hasil tersebut, diketahui bahwa *Front Office Department* di Oakwood Hotel & Residence Surabaya sudah memenuhi dan menjalankan seluruh aktivitas *Service Recovery*. Walaupun *Service Failure* yang dimaksud tetap bermunculan, akan tetapi proses *Service Recovery* yang sudah dijalankan membuat seluruh proses pemulihan sesuai yang diharapkan. Dengan begitu didalam proses pemulihan tersebut juga secara tidak langsung terdapat konsep *Service Operation Management* yang menerapkan inisiatif peningkatan berkelanjutan yang melibatkan perampingan proses, meningkatkan komunikasi dan kolaborasi, dan menerapkan teknologi baru

**Kata Kunci** : *Service Operation Management, Service Recovery, Service Failure, Front Office, Hotel & Residence*

**IMPLEMENTATION OF RECOVERY SERVICE  
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**ABSTRACT**

*This report aims to describe the Implementation of Service Recovery which was implemented by the author in several problems that occurred in the Front Office Department at Oakwood Hotel & Residence Surabaya. This report was prepared based on the results of field work practices at the Oakwood Hotel & Residence Surabaya, which is the only 5-star hotel in East Surabaya. Service Recovery is about how errors in a service are repaired. The key to repairing a service is fast and precise action when the error is discovered.*

*This field work report was prepared based on an internship activity carried out by the author at the Oakwood Hotel & Residence Surabaya for 6 months. The author takes the position of Front Office Department and performs several activities such as operator, selling up, receptionist, & reservations. It is the observations made during the internship process that will be used as the basis for writing this Field Work Report.*

*Based on these results, it is known that the Front Office Department at Oakwood Hotel & Residence Surabaya has fulfilled and carried out all Service Recovery activities. Even though the Service Failure in question still appears, the Service Recovery process that has been executed makes the entire recovery process as expected. That way, the recovery process indirectly includes the concept of Service Operation Management, which implements continuous improvement initiatives that involve streamlining processes, improving communication and collaboration, and implementing new technologies.*

**Keywords** :*Service Operations Management, Service Recovery, Service Failure, Front Office, Hotel & Residence*