

INTISARI

Bali memiliki berbagai macam jenis akomodasi untuk mendukung potensi pariwisatanya, termasuk Taum Resort Bali yang memiliki fasilitas pelayanan bintang empat (****) dan menjadi fokus utama bagi Taum Resort Bali. *Front Office Department* dan *Housekeeping Department* memiliki peran penting dalam melayani tamu. Kedua Department tentu memiliki hubungan yang penting dalam melayani tamu di Taum Resort Bali. Tugas akhir ini adalah untuk mengetahui penjelasan mengenai Hubungan kerja *Front Office* dan *Housekeeping*, kendala serta solusi dari Hubungan kerja antara Front Office Department dan Housekeeping Departement dalam Operasional Taum Resort Bali.

Penelitian ini menggunakan jenis penelitian deskriptif dengan pendekatan kualitatif. Untuk memperoleh data, penulis menggunakan beberapa teknik pengumpulan yaitu melalui pengamatan, studi pustaka, serta wawancara.

Adanya hubungan antara *Front Office Department* dan *Housekeeping Department* di Taum Resort Bali terhadap sistem pelayanan kepada tamu. Hal tersebut juga memberikan kenyamanan bagi tamu yang akan menginap dan tamu yang sudah menginap. Tugas dan tanggung jawab kedua departemen sudah sesuai dengan standar operasional prosedur yang ada. Selanjutnya, kendala – kendala yang dihadapi oleh resepsionis dan *housekeeper* dalam melayani tamu, dapat ditangani dengan komunikasi yang baik.

Kata kunci: *front office*, *housekeeping*, Taum Resort Bali, hubungan kerja standar operasional prosedur, kendala, solusi

ABSTRACT

Bali has various types of accommodation to support its tourism potential, including Taum Resort Bali which has four star service facilities and become the main focus for Taum Resort Bali. Front Office Department and Housekeeping Department have an important role in serving the guest. Both of Department in force have coordination to deal with guest of course will differ with handling guests. This final project is to know the explanation about the relation between Front Office Departement and Housekeeping Department, problems and solutions from the relation between Front Office and Housekeeping at Taum Resort Bali.

This research uses a type of descriptive research with qualitative approach. To obtain the data, the author uses some techniques the collection is through observation, library study and interview.

The existence of relation between Front Office Department and Housekeeping Department at Taum Resort Bali offer service procedure to the guest. It also gives comfortance for the guests who will stay and guests who stay. The relation between Front Office Departement and Housekeeping Department is in accordance with the standard operating procedures. Furthermore, obstacles - the problem faced by the receptionist and housekeeper in dealing with handling the guest, can be handled well.

Keyword: front office, housekeeping, Taum Resort Bali, relation, standard operational procedure, problem dan solution.