

INTISARI

Hotel merupakan penyediaan akomodasi secara harian berupa kamar-kamar di dalam satu bangunan yang dapat dilengkapi dengan jasa pelayanan makan dan minum, kegiatan hiburan dan atau fasilitas lain. Front Office departement merupakan bagian kantor depan yang melayani check in check out dengan mengedepankan citra baik hotel. Untuk menunjang kepuasan tamu, Hyatt Regency Hotel Yogyakarta memiliki product berupa Evening Cocktail dimana tamu dapat lebih dekat dengan staff hotel, dan staff hotel dapat mengetahui apa yang dirasakan oleh tamu. Selanjutnya Standard Operating Procedure dibuat dimana di dalamnya berisi acuan atau pedoman untuk melaksanakan tugas, dalam hal ini terkait dengan prosedur pelayanan Evening Cocktail yang merupakan product dari Regency Club Lounge. Laporan Tugas Akhir ini bertujuan untuk mengetahui SOP pelayan evening cocktail, kendala yang dihadapi dalam pelayanan Evening Cocktail dan upaya yang dilakukan Regency Club Lounge dalam menghadapi kendala yang ada.

Observasi ini dilaksanakan di Hyatt Regency Hotel Yogyakarta, Jl. Palagan, Tentara Pelajar, Yogyakarta 55581. Dengan menggunakan pengamatan langsung di Lapangan ketika pelaksanaan PKL. Teknik pengambilan data dilakukan dengan wawancara langsung tidak terstruktur kepada beberapa responden. Diantaranya HRD, staff Regency Club Lounge, Secretary Director Of Room dan casual mengenai data yang terkait prosedur pelayanan Evening Cocktail.

Hasil penelitian ini menunjukkan bahwa prosedur pelayanan Evening Cocktail sudah disusun secara baik dan benar. Ada beberapa kendala dalam pelayanan Evening Cocktail diantaranya staff yang terbatas, peralatan buffet yang minim, kerusakan equipment. Upaya yang dilakukan untuk menghadapi kendala yang ada antara lain dengan time management, ketersediaan peralatan untuk menghadapi urgent dapat meminjam ke outlet lain selanjutnya request penambahan peralatan ke purchasing, kendala kerusakan equipment diatasi oleh engineering.

Kata kunci: Regency Club Lounge, Evening Cocktail, Hyatt Regency Hotel.

ABSTRACT

The hotel is providing accommodation on a daily basis in the form of rooms in a building which can be equipped with eating and drinking services, entertainment and activities, or other facilities. Front Office department is part of the front office who serve check in check out by promoting the good image of the hotel. To support guest satisfaction, Hyatt Regency Hotel Yogyakarta has a product in the form of Evening Cocktail where guests can be close to the hotel staff, and hotel staff can find out what is perceived by the guests. Furthermore, Standard Operating Procedure is made wherein it contains a reference or guidance to carry out the task, in this case related to service procedures Evening Cocktail which is the product of the Regency Club Lounge. This final report aims to determine SOP evening cocktail services, the obstacles encountered in service Evening Cocktail and efforts made Regency Club Lounge in the face of constraints.

This observation held at the Hyatt Regency Hotel Yogyakarta, Jl. Palagan, Tentara Pelajar, Yogyakarta 55581. Using direct observation in the field when the implementation of PKL. Techniques of data collection is done by direct interview is not structured to some respondents. Among HRD, staff Regency Club Lounge, Secretary Director Of Room and casual about the associated data service procedures Evening Cocktail.

These results indicate that the service procedure Evening Cocktail has been prepared properly and correctly. There are several obstacles in the Evening Cocktail services include a limited staff, equipment buffet is minimal, damage to equipment. Efforts are being made to address existing constraints, among others, with time management, availability of equipment to deal with urgent can borrow another outlet to the next request to the purchasing additional equipment, obstacles overcome by engineering equipment damage.

Keywords: Regency Club Lounge, Evening Cocktail, Hyatt Regency Hotel.