

Abstract

The front desk staff, better known as the receptionist, is a hotel staff who works under the front office Department (FO), and is a reflection of the quality of hotel services because the front desk staff is the first person to meet and communicate directly with guests. Training for front desk staff is very needed for every hotel because a front desk staff is the first person to be meet by hotel guests, the first impression given to guests is very important with respect to the credibility of the hotel and the image of the hotel in the eyes of guests, the costs required for training front desk staff can be quite expensive 6.500.000 rupiah per person, according to the results of a survey of respondents' recapitulation of the implementation of front office employee training and development programs in Furaya Hotel, Pekanbaru City, the results of training for the front desk staff are still lacking in the trainer section and facilities and infrastructure. Based on the above considerations, Front.O VR: virtual reality-based hotel front desk officer training system, which can facilitate and reduce costs for training at the front desk officer at the hotel.

The technology used in the development of this system uses virtual reality technology to visualize front desk officer training and use speech recognition to be used as a media to interact within this system. Every word or sentence spoken by the user will affect the result that will be given by the system.

Based on the user testing that has been done, it can be concluded that the system is sufficient to describe how to become a front desk officer and is enough to be a medium of learning to become a front desk officer.

Keywords: Front Desk Officer, Hotel, Video 360°, Training, and Virtual Reality.