

ABSTRACT

The tourism industry is currently developing rapidly, therefore many people need accommodation such as hotels to stay overnight or to rest for tourists. In the hospitality industry, of course, will very much need employees to meet the needs of the hospitality industry. But in fact not all jobs are in accordance with their fields of expertise. Someone must have the skills and ability to achieve work in accordance with their field of expertise. usually when training in the hospitality industry a person is trained in soft skills and hard skills. The purpose of this study was to determine hospitality graduates in the hospitality industry and to determine the soft skills and hard skills of employees in the hospitality industry. This research uses qualitative research. The results of the study of the quality of Hospitality Study Program graduates concluded that those who have worked in the Hospitality Industry have Soft Skills and Hard Skills capabilities.

Keywords : soft skill, hard skill, hotel industry