

ABSTRACT

This research is motivated by the improvement of tourism in Batam. Batam is a city that is very close to Singapore. Therefore, many tourists come to travel in Batam. In addition to tourists, accommodation is also needed for lodging. Hotels are one of the most important tourist facilities for tourists because hotels provide lodging facilities and serve food and drinks for tourists visiting a destination. In a hotel there are several operational departments whose results are services that can be enjoyed by guests. The departments are Front Office, Food & Beverage Department, Housekeeping Department. The department that handles room sales is the Front Office department. Front Office is one of the most important operational departments considering that the hotel's biggest revenue is room sales. Given the importance of the existence of this department, reliable human resources are needed in carrying out their duties.

This study uses a qualitative method with a descriptive study. Data were collected by researching through informants (resources). The informants in this study were Front Office Staff, Front Office Supervisors and Duty Managers at Harris Hotel Batam Center. To obtain data, observations are needed to examine what the roles of trainees are and how trainees train in the Front Office Department, interviews are needed to help complete the existing data collection process. The documents listed can be in the form of text or images.

The results of this study show that the role of trainees is very helpful, and the training process is very easy to follow according to the blood of the staff.

Keywords: Role of Trainee, training process, Front Office, Harris Hotel Batam Center