

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. 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. This study uses a qualitative method with a descriptive study. Data were collected by researching through informants. The informants in this study were Front Office Staff, Front Office Supervisors and Duty Managers at Harris Hotel Batam Center.

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