
ABSTRACT

This research discusses the Review of Guest Complaints Handling at Fox Harris City Center Hotel Bandung. Guest complaints or complaints are a form of someone's dissatisfaction with the products or services offered. Complaints that are not handled properly will cause harm to the hotel, therefore the hotel and its staff must be able to handle guest complaints because guests can also provide direct reviews of how they are served while staying at the hotel. How to handle guest complaints at Fox Harris there are several stages including listening, empathy, apologizing, calming guests, taking action. The cause of guest complaints in service related complaints is that the Front Office officers do not implement procedures in accordance with established standards. Meanwhile, the cause of the attitudinal complaint aspect is the attitude of the Front Office officers who are less friendly in serving guests.

Keywords: guest complaints, service, handling