

ABSTRACT

This study discusses the handling of the VIP guest check-in process at Patra Cirebon Hotel & Convention. The background is that there are differences in the check-in process for VIP guests at Patra Cirebon Hotel & Convention with regular guests. With the formulation of the problem, how is the VIP guest category and how is the VIP guest check-in process at Patra Cirebon Hotel. Which aims to determine the category of VIP guests and the process of handling VIP guest check-in. Data collection methods are through interviews, literature studies, and direct observation in order to learn and see how the front office handles check-in for VIP guests. From the results of the analysis, it is evident that the check-in process for VIP guests and VIP guest categories at Patra Cirebon Hotel & Convention is correct according to SOP guidelines and existing guest categories. It is hoped that the results of this study can be well received by hoteliers.

Keywords : Front office, Check in Procces, Patra Cirebon Hotel