

ABSTRACT

This research discusses Performance Optimization in the front office department at Hotel Mecure Bandung Nexa Supratman. Hotel is one type of tourism industry engaged in services or services. One of the departments in a hotel that is responsible for operational activities and as a first impression in a hotel is the front office department. Progress in hotel development is influenced by several factors, one of which is employee performance. Employee performance can be assessed from work performance, skills, behavior and leadership traits of these employees. This study aims to determine the optimization of performance in the front office department at Hotel Mercure Bandung Nexa Supratman. The research method used is a descriptive qualitative method with data collection techniques through interviews, observations, and literature studies. The results of this study say that most of the employee performance in the front office department has run well and optimally. However, from the indicators of expertise, especially in terms of communication, it is still less effective.

Keywords: Hotel, Front Office, Employee Performance, Optimization Performance