

ABSTRACT

This review discusses the operation of the front office at the Hilton Bandung hotel. The purpose of this literature review research is to find out how the role of the Front Office Department in guest services in hotels. The discussion of this review was carried out descriptively based on previous research that had been carried out regarding the role of the Front Office Department in work operations in hotels. This research uses the theoretical foundation and research methodology that is in accordance with the background of the review. Results showed that by carrying out the applicable work operational standards in the hotel, it will provide effective and efficient services for guests staying at the hotel.

Keywords : Front Office, Work Operational, hotel