

ABSTRACT

The Front Office Practicum Module for Telkom University's D3 Hospitality study program is designed to provide students with an understanding and practical skills in managing front office operations in the hospitality industry, considering that the hotel industry continues to undergo changes and innovations to facilitate guests. With the latest module and in accordance with current work practices can be a direction in the practicum process. This module covers the basic concepts of front office, namely Check-Out procedures, and guest handling complaints (handling complaints), as well as the use of software used by hotel management. The methodology in this research uses qualitative methods in the form of literature studies, while for the learning methods used it includes interactive lectures, group discussions, case simulations, and hands-on practice in the hotel front office environment. Evaluation results and feedback from students as well as module content updates will continue to be considered to improve the quality and relevance of this practicum module to current work practices in the field. It is hoped that this module will help students in preparing themselves to face challenges in the world of work in the hospitality industry.

Keywords: *Practicum Module, Check-Out, Complaint, Hospitality, Hotel System*