

ABSTRACT

This final project discusses the implementation of work in the Front Office Department of JS Luwansa Hotel and Convention Center Jakarta, aiming to understand the job descriptions of each position and analyze the effectiveness of work execution. The internship was conducted for six months through direct involvement in daily operations, including check-in, check-out, reservations, and guest complaint handling. The methods used included observation, hands-on practice, and evaluation of the work system supported by the Property Management System (PMS). The results show that the Front Office operations run effectively and are well-structured, although there is still room for improvement through the digitalization of guest complaint forms and the optimization of PMS features to speed up services. The application of academic competencies gained during the study, such as communication skills, administrative management, and guest service, helped the author understand hotel operational standards and evaluate work processes objectively. The outcomes of this project are expected to serve as a practical reference for improving Front Office service quality and as a valuable experience for the author in applying the knowledge acquired during the study.

Keywords: Front Office, Internship, PMS, Hotel, Guest Service