

**THE IDENTIFICATION OF FRONT OFFICE STANDARD
OPERATIONAL PROCEDURES (SOP) USED IN U PAASHA
SEMINYAK BALI**

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ABSTRACT

This study aims to identify how front office staff performed their jobs based on the Front Office standard operational procedures in U Paasha Seminyak. The research design used in this study was descriptive research study. The subjects of the study were three front office staff at U Paasha Seminyak. Data collection conducted by observing and interviewing the front office staff. The results show that there were 21 job descriptions and responsibilities of front office that performed by the front office of U Paasha Seminyak.

Key term: Front Office, Job descriptions, Responsibilities, Standard Operational Procedures

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ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi bagaimana staf front office melakukan pekerjaannya berdasarkan standar prosedur operasional Front Office di U Paasha Seminyak. Desain penelitian yang digunakan dalam penelitian ini adalah penelitian deskriptif. Subyek penelitian ini adalah tiga orang staf front office di U Paasha Seminyak. Pengumpulan data dilakukan dengan mengamati dan mewawancarai staf front office. Hasil penelitian menunjukkan bahwa terdapat 21 job description dan tanggung jawab front office yang dilakukan oleh front office U Paasha Seminyak.

Key term: Front Office, Job description, Tanggung Jawab, Standar Prosedur Operasional