

**EMPLOYEE TRAINING ON IMPROVING PERFORMANCE IN
FRONT OFFICE KHAS TUGU HOTEL YOGYAKARTA**

FINAL RESEARCH PROJECT

**Submitted in order to fulfill one of the requirements to finish
Diploma IV Program**



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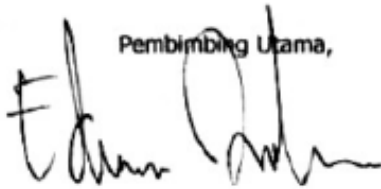
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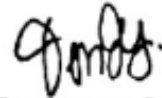
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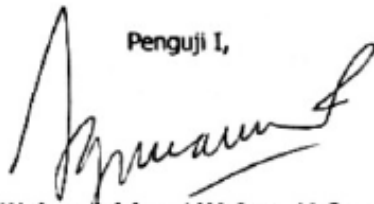
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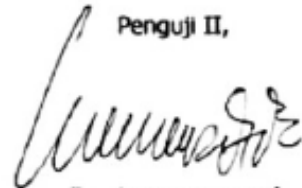
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MOTTO SHEET

“Pursue what is meaningful, not what is expedient.”

Jordan B. Peterson

TRIBUTE SHEET

For dearest mother and father,
My colleagues,
and Ying.

STUDENT STATEMENT

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With this letter I state that:

1. The final research project titled:
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4. Thereby I have made this statement letter truthfully to be used accordingly.

Bandung April 8th 2022



Kevin Naufal Koentjoro

FOREWORD

First and foremost, the writer would like to express his gratitude towards Almighty God because of His bless and grace, the writer can finish this paper titled “EMPLOYEE TRAINING ON IMPROVING PERFORMANCE IN FRONT OFFICE KHAS TUGU HOTEL YOGYAKARTA” This research was made in order to complete the requirements to finish the writer’s bachelor degree in Hotel Administration study program POLTEKPAR NHI Bandung. The writer would like to say thank you profusely for all the help that has been given, either directly or indirectly during the preparation of this final project to complete. In particular gratitudes that are due to:

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The writer believes that this research is not perfect and there are still room for improvement, that is due to the lack of experience and knowledge of the writer, the writer sincerely apologized for all the mistakes and deficiency in this research, the writer hopes to get a constructive criticism and advices in order to develop this research further.

Yogyakarta, 8th of April 2022

Kevin Naufal Koentjoro

ABSTRACT

Employee training is one of the most important factors to improve employee's performance. The purpose of training is to give and ensure that the employees skill is already up to standard of the company, and with the right training, employees can definitely improve their skills and consistency. KHAS Tugu Hotel Yogyakarta is one of the hotels that maintain their operation going throughout the pandemic era in 2020. In that time period, the hotel held as many training activities to compensate for the drastically low occupancy and keeping their amount of training to achieve the training hour requiremen every year in order to maintain and improve the performance of their employees.

This research aims to identify employee training to improve performance in Front Office KHAS Tugu Hotel Yogyakarta. This research will use the qualitative approach by using the study case method where the researcher will explore the details about employee training and their performance. Data collection technique will be done using observation, interviews, and reference to several literature studies.

The result of the data collection will be reduced, analyzed and ultimately will provide a thorough conclusion. After conducting a research on employee training on improving performance in Front Office KHAS Tugu Hotel Yogyakarta, the researcher found that the training program and employee performance in the hotel is already up to the standard. In the last chapter, the researcher will provide conclusions and recommendations for KHAS Tugu Hotel Yogyakarta.

Keywords: Training, Employee, Performance, Pandemic

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