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Study of the cooperation relationship between the front office and housekeeping departments through communication at hotel tentrem semarang

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Article Info	ABSTRACT
	This research aims to explain the effectiveness of cooperation relationship between the Front Office and the Housekeeping Departments and to improve the communication patterns of cooperative relations between the Front Office and Housekeeping. This study uses a qualitative method with a descriptive type. Data collection techniques use observation and documentation in order to obtain accurate data regarding cooperation and communication. The observations made were conducting on the job training for 6 months in the Front Office Department Hotel Tentrem Semarang. The results obtained from this study is that there are still need improvements in communication between the front office and housekeeping departments at the Tentrem Semarang hotel. To improve cooperative relations between front office and housekeeping departments is carried out through a combination of verbal and non-verbal communication. The communication must also be reinforced with clear instruction from the department heads to ensure that operations run effectively and smoothly.

1. Introduction

One of the companies with a service sector is a hotel, the business that really depends on the quality of service, trust, and attractiveness of the company. The development of tourism in Indonesia cannot be far from the role and hospitality because the two are like

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both sides of the coin with a sustainable and inseparable basis. Hotels are the most important area in the accommodation service industry, especially the tourism industry, more and more accommodation service companies are making various efforts to provide the best possible service to guests and establish a good interaction model in these service companies. For example, at Hotel Tentrem Semarang. Interaction is a way of conveying information to one party to another party to get a response. Humans can communicate with others in their daily lives and in society, namely through communication. In building an organization or business, it is very important to build communication in order to work well together.

Communication in an organization or company, such as vertical communication between staff and leaders and horizontal communication between employees, can understand the meaning conveyed by the media and establish a comfortable relationship. Communication in the company is very complex and a lot of message or information delivery, communication standards and information adjustments are prepared in company management. Interpersonal communication is that a manager can determine the structure and communication of the company. This is because the leader has his own authority, in general interpersonal communication is a leader who has previous experience holding management posts in other places or other fields and is concerned with the personality of the leader, this can define communication between employees.

The method of communication referred to in the study is a system and method for conveying information through one media to other media in order to provide a detailed explanation of the hotel and increase guest satisfaction, for example experienced by front office staff. By providing services to guests at Hotel Tentrem Semarang. Companies must implement organizational communication methods, which are a way of being closely tied to communication networks. The purpose of communication is so that parts of the organization can have good cooperation to create the right goals, communication patterns that should exist in the organization can be implemented by informing the overall information to the front office with housekeeping to generate feedback.

One of the smooth operations in the hotel is the Front Office department, in the front office all ways of administration, communication and information related to guests are arranged and presented by means of hotel services during their stay, be it complaints about room service, complaints about food service or complaints about other things that must be handled. Front office department is a service provider that cannot avoid consumers who demand better service (service excellence). If consumers do not receive good service, then this must be addressed appropriately so that consumers can feel satisfied with hotel services. Guest satisfaction is tied to the quality of service, and good service quality must be achieved in a friendly way through communication and good cooperation between the company and consumers. However, this is not implemented by the front office and housekeeping which should create better communication and collaboration to improve the quality of service to guests.

Thus, in the implementation of good service, a leader must be able to build clear and appropriate communication channels, be open and not hide or cover up anything from certain aspects of the company. In order to be profitable and progress together, even with open uncertain interactions provide good guarantees for the company. Managers must be able to see, understand and control the conditions experienced by employees in the work

environment. So if the leader does the above and communicates openly with all employees, then the ability of employees will be better. Because of open communication, employees get complete information about their work, which affects employee motivation and creates the right relationships in the corporate environment. The increase or decrease in the company's work productivity can be attributed to the effectiveness of communication within the company to achieve the company's vision, good interaction between employees and managers is established and employees can develop cooperative relationships with other employees. The success of hotel operations depends on the relationship between their leaders and subordinates who act as coordinators, either as individuals or fields in the hotel department. Good communication is among the ways to provide effective service. How the management of Hotel Tentrem Semarang can serve its customers more effectively and efficiently is a challenge. Just like receptionists and housekeeping, when providing services to guests requires a good relationship. The relationship between the two aims to create a smooth, dynamic and supportive work environment. In general, this type of cooperation usually takes the form of reporting about rooms that allow achieving commonality so that there are no mistakes when serving clients.

Based on observations that have been carried out by the authors, communication between front office and housekeeping at Hotel Tentrem Semarang does not run properly in the predetermined procedure. The lack of communication that occurs from their two divisions has its own way of conveying messages and information. Problems that often occur in hotel operations cause differences and understanding between front office and housekeeping, namely in room status. This happens because the receptionist sometimes neglects to change the status of the room to vacant dirty because when guests check out at the same time as guests check in while the receptionist prioritizes guests who will check in so as not to complain about waiting a long time so that the process of working on the room becomes delayed.

Based on various explanations that have been described, researchers explore some interesting more deeply about communication between Front office department and housekeeping department at Hotel Tentrem Semarang to customers to improve service in order to maintain good service quality exactly what users want during their stay and can compete with other companies. After finding out the elements described, the author is interested in a study to conduct a Study of the Cooperation Relationship between the Front Office and Housekeeping Departments through Communication at Hotel Tentrem Semarang.

2. Literature Review

Group cooperation is needed to improve the efficiency of good cooperation within the company. If the company does not have strong cooperation between one division and another, then the results of its work will be unsatisfactory and inefficient (on time). In the company consists of various kinds of individuals who are required to work in order to achieve organizational goals. Group cooperation is about identifying problems, discussing how to solve them and taking action to improve them. The problems that occur in group cooperation that affect work efficiency and work environment, namely lack of interaction within the group, differences of opinion, lack of cohesiveness between group members can be caused by various things. According to Susanti [1], teamwork is a system of

combining the work of a group supported by various expertise with clear goals, and also supported by leadership and communication to produce higher performance than individual performance.

At the same time, the front office is responsible for the systematic sale of hotel rooms, from booking to handing over rooms to guests, as well as providing information services to guests in staying at the hotel. Front office is a reflection that reflects the quality of the hotel. The front office reflects the quality of the hotel and is evaluated by guests after they arrive at the hotel. Preparation and ability of all employees on work. Their duties and accountability are very important in giving a good and bad impression to hotel guests. Communication skills, knowledge of languages, understanding of customer needs and courtesy to ensure a smooth process are the most important objectives to improve the quality of service for hotel guests.

According to [2] front Office is the front of the hotel as the first impression of service to guests consisting of concierge desk, namely from the driver (pick up and drop off hotel guests to the airport), doorman / door girl (welcome guests with hotel greeting standards), bellman / porter (bring guest goods, luggage up and luggage down), Front Desk Agent (FDA) or receptionist (handle check in and check out) and GRO or guest relation officer (handle VIP guests).

[3] explained that receptionists are one of the fields that provide direct service to guests, starting from booking rooms, when checking in until guests check out. Front Office is the responsible part of customers with the use of space, on reservations to receive clients, clients who come to clients who leave the hotel. [4] said Front Office originated in the English word "Front" with meaning "front" and "Office" with meaning "office". Front office is the front office in the context of understanding the hotel. The sub-sections in the front office (Front Office) are divided into various services, each of which has different service uses, namely the Reservation Section

According to [5] the informant system can be called a man-made use arranged on internal components to achieve the vision, which is to present informants. Reception Section The receptionist is the part of the hotel that first receives and greets users, is responsible for how users register, gives and hands over room keys to users and is responsible for all user responses. (Viktoria, 2023). Meanwhile, [6] Explain the main duties of the receptionist including: Receiving and greeting guests, meeting guest needs, answering and sending phone calls, receiving and ensuring that all are well served. forwarding mail or packages, and making sure everything is in order. The Telephone Section is one of the departments responsible for providing telecommunication services in the form of information about all hotel products, facilities, services and activities. According to [7] stated that the duties of telephone operators have the same duties as the front office department, namely receiving requests from guests, booking rooms and also serving goods from the front office. Hotel telephone services are designed to support businesses where the hotel's service and communication system is managed by telephone operators. Telephone section is an office located on the front office whose main responsibility is to handle all telephone requests inside and outside the hotel. The responsibilities of the telephone section, include: Answering customer inquiries by telephone, connecting telephone requests to rooms from outside the hotel (city and between cities), receiving and sending telephone calls, waking up if necessary information about the hotel, telephone support. Concierge [8] means:

"Concierge (consider), also known as porter and unified service, is a sector that reports sustainability to the front office department and has the duty to take care of all the wishes of hotel users with informant resources, user goods responsibility, providing car transportation and other consumer needs during hotel stays and consumers who visited Hotel Tentrem Semarang. Guest Relations Officer is one part of the front office whose duty is to act to bridge between guests in the hotel sector. So because of this, guest relations officers need someone to be able to interact well with everyone. Guest Relations Manager is the front line as guest service, guest relations officer sector is among hotel jobs with the initial task of welcoming users when they come. According to [9] explained that Guest Relations Manager is a hotel sector whose job is to maintain good relations with users and hotels, including anticipating guest complaints, accommodating and finding solutions until users feel cared for, guests feel uas and want to return to the hotel. When tourists come to a hotel and receive bad service, the guest will directly perceive the overall hotel service is bad and vice versa, if the reception service is good, tourists will assume the overall hotel service is good [10].

Housekeeping has the meaning of the word is "house" which means "house" and "keeping" with the meaning of "to take care of". According to Bagiono (2008) and Wicaksono (2015) explained that housekeeping has its origin in "house" with the meaning of "house", and "keeping" with the meaning of "maintaining, guarding and caring". Definition of Housekeeping according to [9] Housekeeping is a hotel city by handling the cleanliness, tidiness, beauty and comfort of all areas of the hotel. And in the area outside the building or inside the building, as well as in the user's room, the user's rented room is for habitation. According to [11] explained Housekeeping is a sector that handles maintenance, maintenance, management, cleanliness and tidiness, public spaces, restaurants, bars, and other facilities. In the understanding of housekeeping that has been described, researchers can conclude that maintenance and housekeeping are crucial sectors of a hotel, because maintenance and housekeeping handle all areas of the hotel mainly for the comfort, cleanliness and tidiness of the user's room. Hotel User Room Cleanliness is crucial to hotel users and organizations.

While Darsono's assumption (in Safitri, 2016) [12] there are several tasks of Housekeeping: Providing the best service to hotel guests so that users feel satisfaction while staying at the hotel, making the hotel situation clean and comfortable, safe and attractive. Good communication between all departments. Handling the maintenance, neatness, comfort and cleanliness of all hotel facilities, on room and general area, Determine and determine cleaning tools and detergents are appropriate as needed. Carry out other services, for example, reports of user goods left in rooms at the Lost and Prevention division and carry out other services that cannot be carried out by other departments at hotels. According to [13] Housekeeping is a sector that handles the maintenance, tidiness, cleanliness and completeness of user rooms, restaurants, bars and hotel places, as well as employees, except for areas that are responsible for standards such as kitchens. In this regard, hotel staff in the housekeeping department need good skills, behaviour and knowledge about cleanliness in the hotel. Riswandi (2009), the word "communication" (English "communication") has Latin origins "communicatus" as well as "communicatio" and "communicare" with the meaning of "sharing" and "serving as others". By interacting has a very crucial element. In the explanation of communication, Mulyani (2010) in order to experience the way of communication, the lack of the first three

elements according to the Aristotelian Model, is that there is sending messages (communicators), receivers (communicants), and messages.

3. Method

The study was conducted at Tentrem Hotel Semarang, Semarang City, Central Java, Indonesia. At the time the author was running On The Job Training at the Hotel which was carried out from September 2022 to February 2023 for 6 months. The study took primary data collection by obtaining the results of data collection when the author observed and also interviews with Duty Managers and Housekeeping Supervisors. Secondary data collection is data collection collected on hands or other sources readily before the study, secondary data collection of documents and written reporting to companies as well as informants related to problems and from literature studies.

This research is using descriptive qualitative method. Moleong (2017) qualitative studies are studies with the intention of understanding problems that occur in the subject of study such as actions, views, motivations, behavior and others holistically and with descriptions of word forms and language, a special context with natural use of various natural techniques. The following data collection is divided into several ways, namely Observation among methods can be used to find out and investigate non-verbal behavior, namely through observation methods. Sugiyono (2018) observation is a data collection method with characteristics with specifications when compared to other methods. Yusuf's assumption (2013) that the key to successful observation for methods in the data collection is really determined by the author, because the author sees and hears the object of study and then the author draws conclusions on what is seen. While the interview according to Sugiyono (2018) this type of interview has entered the type of in-depth interview, namely semistructured interviews are carried out asking questions freely compared to structured interviews but there are still guidelines that have been designed. Wawancaara is conducted with Duty Manager, Front Office supervisor, Housekeeping Supervisor. Literature Study In this study, researchers use the literature study method to get reference insights about and support the material studied. According to Tersiana (2018) is a study obtained in written documentaries, are textbooks, manuscripts, articles, and so on.

4. Results and Discussion

The researchers will explain the results of the study in accordance with the problem formulation made regarding how the communication pattern of the cooperative relationship between the Front Office Department and the Housekeeping Department. So that in this chapter there is a discussion of good communication patterns between the Front Officce Department and the Housekeeping Department and how to improve the communication pattern of cooperative relations between the front office of the department and housekeeping department. The assessment took place in 6 months from September 2022 to February 2023 to collect data, interviews, documentation and understand the communication patterns of cooperative relationships carried out by Front Office Department staff and Housekeeping Department with consumers at Hotel Tentrem Semarang.

In this discussion, the analysis of communication in building a cooperative relationship between front office and housekeeping will be explained in several parts: the relationship between Front Office and Housekeeping cooperation, communication patterns between front office departments and housekeeping, how to improve communication of cooperative relations, and provide clear information and according to the direction of department leaders.

The cooperative relationship will create a work that seeks benefits from both parties. In this case, the front office department and the housekeeping department must make each other profitable and have the intention to build or establish a company well. The cooperation is usually based on the same goal, namely good cooperation between the front office department and the housekeeping department at Hotel Tentrem Semarang. In an organization, teamwork is very important because all activities in the organization are carried out by humans not machines, computers or anything else. In an organization or company consists of several work departments, and in each part of the department can not be separate but interconnected with each other. On the other hand, the HR department manages processes in all parts of the department. Therefore, a comprehensive understanding of the nature of the organization or company regarding existing human resources is needed to create good teamwork and further increase the active work power and efficiency of the company.

The definition of a team according to (Mu'allimin, 2022) A team is a working group that wants and has a vision to work, with staff having at least a collaborative vision among all members. Cooperation is an attitude regardless of one's background to work together to achieve a goal. The purpose of the collaboration is for all team members from both the department can solve problems originating from itself and from its department, and is responsible for the tasks that must be done so that the entire team from the front office and housekeeping can achieve common goals.

Cooperation is a determining factor in building a good corporate image because cooperation in the company greatly affects how the company can achieve its goals. Dibyo Sumantri (Rahim, 2022) said that in order for cooperation to run well, there need to be several stages in common, namely, Similarity of places: The same place can be fundamental to the creation of cooperation. Being in the same location makes it easier for all staff groups and organizations to communicate, talk or discuss and with each other, facilitate the development of cooperation. Front office and Housekeeping are part of Hotel Tentrem Semarang. Similar thoughts: When present in the same location makes it easy for all staff and all departments to adjust the concept of thinking. When all members or organizations already have the same perspective or way of thinking, it will be easier to find solutions to every problem that arises in the company, even though it is not in the same location. Can add a sense of comfort and provide services for guest satisfaction. Emotional Similarity: When running an organization, you can't always think linearly or monotonously. Because linear thinking is represented by data collection and documents. Until one day a person must use emotions to solve existing problems, especially problems related to procedures, expertise and external causes. Must act in accordance with hotel operational standards. Internal balance: Peace of mind is the highest level of cooperation where each member of the organization fully understands their roles, assignments and

responsibilities. On the other hand, there is trust or mutual trust between the front office and housekeeping departments can form a good and intact organization.

For now there are not many differences in assumptions, and if there are differences in assumptions it does not cause bad opinions between the two (Setiyanti, 2012). In increasing employee satisfaction, cooperation in organizations or companies can also be implemented through improving work relations, both between companies or between company leaders and other staff. The purpose of developing working relationships in a company is to work together and have good relationships between colleagues or departments.

The working relationship carried out by the company's management is considered successful if there is cooperation between the front office department and the housekeeping department or human resources department within the company. Cooperation occurs when there is mutual trust between employees because trust grows through good communication.

Various things can support the formation of cooperation, but there are also various elements that can interfere with the cooperation. In order to create solid cooperation in the group to solve problems, there are various things that can help build the cooperation, including in each section must realize and recognize the performance of other parties, each department must understand the problems they face, each employee needs to communicate, the parties who work together must understand the difficulties and weaknesses of each, need regulation, namely steady coordination, There is openness and trust, take others with you. Likewise, problems that can affect group collaboration include, letting others do the work and do not want responsibility, willing to do all the work even though they clearly can't, willing to give their expertise to help others and provide help, only diligent in their personal work, easily satisfied with the results of their work, so they do not pay attention to other parties who work. When building cooperation between front office and housekeeping, openness and transparency must be carried out. Creating openness requires the willingness and ability of each member to communicate.

Communication is not just about talking, but about how a person and communicator can convey their assumptions and ways of thinking to others so that others want and can accept their assumptions. So that the way of communication must pay attention to the nature of each party so that misunderstandings do not occur. There are various elements of influencing cooperation well, such as: Mutual trust to avoid personal or individual interests that can cause conflict, mutual trust must be built in the group. When mutual trust and understanding between each member become one, group cooperation increases and development, openness refers to the form of action in one, with open action it focuses on the extent to which others can find out about themselves and turn them around.

Open action requires positive and mature action, either in thinking or in acting. Self-actualization is a manifestation of every most desired need. With self-realization a person hopes that his existence will be felt and recognized in his environment. Because of this need, every individual is given a role according to his intelligence, work, skill, etc. Interdependence is due to a connection between people. In order for interdependence to run, it needs to be maintained in relation to harmonious, conducive and mature. Because of the interdependence of groups, one must try to accept differences of opinion between

group members. Good cooperation between hotel departments will produce satisfactory results. The cooperation between the front office and housekeeping department is clearly visible, for example in making mutation lists, making VIP guest lists, making checkout guest lists, making extra beds and children's beds.

1. Checking room status

   Room status is the thing that causes the most disputes between Front Office and Housekeeping. For example: the rooms are content, empty, damaged, and so on. The system used to see the status of this room involves a lot of costs so any system that has been chosen must be able to be done and can be applied to existing staff, and can be controlled quickly and easily. The room status system used includes: the light system, where when the room has been cleaned and finished checking the lights with a certain color will turn on in the Front Office. Another example uses a special code for rooms that are cleaned. With these systems the front office will know that the room is ready to be sold, The application of room status involves three parts, namely in the receptionis section, on the floors of the room (floor section), in the housekeeping office In room control, tools are usually used in the form of room shelves. On the shelf of the room will be seen a picture of the state of the room as a whole. Every The morning reception must prepare a report on the condition of the room so that room control and task execution can be carried out in the housekeeping section, this report is called a room report. This room report is usually made by the receptionist on duty during the night shift or in the morning before working hours end. For guest rooms that can't check out in the morning, special symbols such as circle signs are usually made. Generally, the room report will be made in three duplicates, which are given to the housekeeping staff, front office management, and archives in the reception section. In its implementation, this room report will be taken directly by the room anttendant before starting work in the morning. From the room report received, the anttendant room can see the condition of the room on that day, how many rooms are filled, how many rooms will check out, how many rooms are damaged and must be repaired, and how many rooms sleep out.

2. Room control on each floor

   Every day the room attendant must make a room report according to his status. This report is called a floor report. Making this report is based on checking directly by looking at the status of each room. Floor reports will be made two or three times a day, depending on the policy determined by the hotel. If possible, room control, this report is done directly by the room attendant. For a large number of rooms on each floor, for example more than 20 rooms can be done by asking for help from other room attendants.

   As for those who apply the division of work duties by determining a fixed floor for each room attendant. However, this is not absolutely done every day / time. Sometimes the work ability for each room attendant is less balanced, and some get more room divisions and some are less. So in the distribution of room attendant duties, work ability must be considered. From housekeeping, the department must make regular updates sent to the reception to find out changes in room status so that they can be sold when there are guests check in. While housekeeping increase

speedily in making up room, front office must apply the standard operating procedure in check-in time. Thus, the guest is also expected to follow the rule and waiting for several minutes. By doing this control, win-win solution will be for the hotel and for the guests.

3. Monitoring room report

The housekeeping department still has to prepare a written room report for any control in the reception system. The report made by the assistant housekeeper is called the housekeeping report. Assistant housekeepers make data based on the floor report submitted from each room attendant on each floor, this is an accumulation of the state of rooms on each floor such as. Housekeeping reports are made in 2 or 3 copies and submitted to the reception, hotel management and housekeeping departments. Housekeeping report submitted to the front office will be compared with the condition of the room according to the report owned by the Housekeeping Department. If there is a slight difference in status on the report can be confirmed by telephone, but for significant differences, you should use a written report, namely a report of differences in room status. The difference in room status is in the form of date, time, room number, and room status that is made by the housekeeping report. Any non-conforming reports will be submitted to the executive housekeeper for review. The results of the re-check will then be written in the investigation and result columns. With the existing report, strict supervision will be implemented. Thus the element is undesirable. So there are often differences in reports between the Front Office Department and Housekeeping. For example, room conditions, or in preparing and cleaning guest rooms. The difference in reports that occur is when the housekeeping department reports the status of the room that has been clean and ready to be sold but the reporting is even different turning around until you get a response to the user wanting to stay, because it often happens not because of lack of cooperation but sometimes from the updated system resulting in problems between the front office and housekeeping The department clearly lacks cooperation in the two divisions.

Table 1 Room Status of Hotel Tentrem Semarang

Room	Room type	Room status	HK Status	FO Status
0722	*Premiere*	*Dirty*	VD	VC
0917	*Deluxe*	*Clean*	VC	VD
0815	*Deluxe*	*Inspected*	OCC	OCC
1615	*Junior suite*	*Clean*	VC	VD
1911	*Executive suite*	*Out of order*	OCC	OCC

(Source: data processed, 2023)

Room status is a room condition that applies at that time so that the rooms can be known both by the front office and the housekeeping itself clearly. Room status that applies is: OO (occupied dirty) : the room is filled with guests but has not been cleaned, OC (occupied clean): the room is filled with guests that have been cleaned, CO (check out): rooms that have just been abandoned by guests so they are not suitable for sale, VD (vacant dirty): the room is not filled with guests but there are still shortcomings in the room preparation process so it cannot be sold, VC (vacant clean)

: rooms are not filled by guests and are ready for sale, OO (out of order) rooms cannot be sold because there is damage that results in the malfunction of something equipment or facilities in the room, INAFS (not avalaible for sale) rooms that are temporarily blocked by front offiice with certain purposes, such as blocks VIP, general cleaning, room inspection, and so on, DND (do not disturb), the room is filled with guests but cannot be cleaned because the guest area does not want to be disturbed, ONL (occupied no luggage) the room is recorded as filled but there are no guest items, SO (sleep out), the room is filled, guest items are in the room but the room is not used by the guest, DL (double locked) the room is filled with guests can not be cleaned because the guest double-locks the room door, the wisdom is the same with DND where the room cannot be cleaned and does not want to be disturbed. From the table above, it is explained that there are often differences in the status of the room between the Front Office and the Housekeeping Department. For example, when the status of housekeeping is still occupied, the front office has vacant dirty. So this makes hotel operations disrupted to cause guests not to feel safe.

Another problem that the author found during the check-in process. When the guest has made a reservation at the front office but when the guest has entered the room that has been booked, the customer is found housekeeping staff who are cleaning the room. From that incident, it has made users feel uncomfortable because they have to wait for housekeeping staff to finish cleaning the room. The situation shows that the relationship between the two departments has been missed – communication makes all activities not procedural. Communication carried out by Front Office Department Staff in the Housekeeping Department with the nature of verbal and non-verbal communication. Verbal communication is open and obtained in various sources, but in the way of giving messages and receiving messages occurs continuously so that there is a similarity of meaning. However, non-verbal communication is communication that is carried out not using words but using gestures, body language and facial expressions. Communication patterns carried out by the Front Office Staff of the Department and Housekeeping Department in improving customer satisfaction services with a continuous and two-way nature with transactional communication patterns. As for the communication carried out by Front Offiice and Housekeeping :

Table 2. Front Office and Housekeeping Communication

Activity	*Front Office*	*Housekeeping*	Form of Communication
Check in procedure	Check the list of expected arrivals on that day, and double-check for any special requests from guests.	Set up a room list of Expected arrival (EA) lists and check notes for special requests from guests.	Front Offfice plots rooms and Expected arrival (EA) lists to the HK team, then gives directions on which rooms are Check out and directly checked by the HK team.
Check out procedure	Check the details of the expected departure of guests who will check out, from the details of the bill and courtesy to guests about the time of check out and ask if they will extend or check out	Check the details of the departure room list and coordinate with the front office team appropriately and quickly, and provide news of rooms that are	FO checks the list of Expected arrival (EA) courtesy call to guests providing info on rooms – rooms Check out to HK via WhatsApp group and wait.

			room confirmation OK from HK.
	and coordinate quickly and precisely on housekeeping.	ready for sale or vacant ready.	
Laundry Procedure	Receive laundry directly from guests, ask express or regular if you have immediately contacted the housekeeping team to do it immediately	Room Attendants receive laundry from the room and immediately give info to the FO team to immediately confirm to the guest.	The guest gives to the FO team then confirmed by the FO team about the laundry time to HK, as well as HK gets a laundry request directly from the guest and confirms to FO for payment processing.
Extra Bed Procedure	Guest informs upon check in to install extra bed. The front office aims to reconfirm when guests are already there in the room whether it is finished or not, and immediately coordinate with the housekeeping team for the installation of extra beds.	If there is a guest who informs the housekeeping team for the installation of extra beds, then the HK team Coordinate directly to the FO team to post in the system.	If there is a guest request to FO, confirm first for the type of bed after finishing immediately post system and info HK team, so with HK team immediately confirm to FO along with the type of bed and confirm to FO.
Lost & Found procedure	Room attendant find stuff leftover guests and direct coordinate with team FO. If guest still in the hotel area immediately in confirm and storing goods - guest items left with certain conditions	Get info from the HK team about goods left behind and immediately give information to that guest concerned.	If HK finds items in the room, immediately inform FO for confirmation to the guest. If lost and found items are not taken more than 24 hours, then the items will be stored in the HK store immediately.

(Source: data processed, 2023)

Communication constraints that exist in the Front Office and Housekeeping Department such as, Front office check-in handling does not provide information about check-in time for guests, early check-in is generally set on guests who have booked and the situation of available rooms for example: Time to work on the room really late in the housekeeping section until when the time to enter the room is not ready, user pick-up time at the resort place to the lobby for users to wait because sometimes there are no bellboy staff on standby at the front desk place, room confirmation takes a long time because of the front office and housekeeping communication if there is a check-out room can use whattshap and sometimes the mobile phone network does not reach the stau sometimes staff Housekeeping does not hold a mobile phone.

Handling laundry when the front office finds that user laundry often has miss communication, namely exposure to time between laundry express and regular differences in housekeeping to make users want to go out, sometimes still waiting for laundry from housekeeping. The housekeeping team always takes the user's clothes in the laundry bag room when making up the room without being confirmed first to the user. Handling extrabed When the front office finds a request to install an extrabed, the front office does not explain the details of the bed, the addition to housekeeping, to Housekeeping Buth confirms for users to wait a long time to install an extra bed. When the user requests the housekeeping team and immediately

masang until confirmation is carried out late posted on the front office. Handling lost & found if the front office gets lost &found items sometimes stored for a long time and not reported to housekeepin, if housekeeping gets lost & Found items sometimes forgotten to confirm until the user reconfirms asking for items left behind and just searched for the housekeeping team. In that section, a discussion was presented about interaction patterns carried out by Front Office Department Staff and Housekeeping Department on increasing user satisfaction at Tentrem Hotel Semarang.

4. Communication patterns between front office departments and housekeeping through transactional communication

One type of communication pattern is defined as interaction between two people and a small group, in the way of sending and receiving messages, through the sling back instantly. Communication patterns can be called that communication is a type of relationship between two people and more on how to send messages and receive messages appropriately so that the information to be conveyed can be understood. It can be said very simply, interaction, is a way of balancing the assumptions, thoughts and feelings of the communicator and receiver. The communication pattern in the assessment can be understood as a communication pattern experienced in the company, is to explain the pattern used by the Front Office Staff of the Department and Housekeeping Department in carrying out communication to consumers so that interaction arises in the organization and is said to be a communication pattern in the organization. Communication patterns in organizations are experienced with verbal and non-verbal communication. At Hotel Tentrem Semarang, Front Office Department Stafff with customers can communicate with each other, and can send information directly, without the need for assistance from other people and intermediaries.

Transactional communication patterns can be experienced anytime and anywhere during the Tentrem Hotel Semarang. The interaction also continues between the Front Office Staff of the Department to the consumer with which the two parties can be communicators and communicants. The results of the interview were conducted with the Front Office Supervisor of Hotel Tentrem Semarang regarding how to improve the quality of communication during operation: The reception is required to communicate with guests at Hotel Tentrem Semarang with a swift attitude to listen to what guests say and remember well what they need, so that guests feel well listened to by us and feel comfortable when communicating with "The statement was added to the Duty Manager, this is the explanation: "Staff with customers at Hotel Tentrem Semarang have no boundaries, communication carried out by us is like in everyday life, but we do it with a professional attitude in accordance with the SOP (Standard Operating Procedure) of Hotel Tentrem Semarang. the context of the conversation between the Front Office Department staff and guests about hotels, tourist attractions and others, so it is not a problem because it is the duty of staff to inform the information needed by guests at Hotel Tentrem Semarang."

Communication between the Front Office Staff of the Department and the housekeeping department when viewed in three communication patterns, so it is more inclined to transactional communication patterns. The interaction can be seen with communication, the pattern of transactional communication has specifications

with which the interaction in it is two-way and both parties participate in the communication itself. Interaction with transactional patterns makes staff and consumers become communicators and communicants also produce the feedback needed when communicating. Transactional Communication Pattern with verbal and non-verbal communication dimensions from the Front Office Department, which are as follows: Guest Relation Officer is a person who handles the VIP user section and provides information services as well as the wishes of users staying at the Hotel Tentrem Semarang, Receptionist at Tentrem Hotel has the responsibility to serve users efficiently, friendly and professionally, Reservation is to handle the room via telephone exactly what the user wants, Telephone Operator is a person handling the management and telephone service also faxmille with technical management, Bellboy / Bellman is a person handling service to users at any time Check in and check out also serve other duties precisely on the wishes of the management.

Transactional Communication Pattern with verbal and non-verbal communication dimensions from the Housekeeping Department, namely Room Attendent according to (Setiyariski M. R., 2019) Room Attendant is a room attendant who has a person in charge to maintain cleanliness, tidiness and equipment in the living room. The assignment of a room attendant is to prepare a bed when cleaning the room. Public Are is staff who handle the cleanness, equipment, comfort in every public space. There are arwea in charge of the public area are the lobby, breakfast area, meeting room, rest rooom, offiice, and restaurant. Linen and laundry are members who handle the absence of linen and assist in the assignment of room attendants. There are linens that are towel (towel), sheet (sheets), pillow cases, staff uniform. The linen attendant handles to see the linen also report the damage and loss of the executive housekeeper. How to improve communication in building cooperative relationships Front Office and Housekeeping Department by combining Verbal Communication and non-verb communication The combination of verbal interaction and non-verbal communication in the company has a significant influence on operational success. Therefore, Front office and housekeeping must have effective communication skills, this will make it easier for employees to improve cooperation and communication.

Verbal communication in the interaction at Hotel Tentrem Semarang is carried out by the Front Office Staff of the Department and Housekeeping Department. It is said to be efficient, when the interaction is carried out in a timely manner, direct and two-way where all resources are received from the staff themselves regarding what is in Hotel Tentrem Semarang and what is needed by guests. This kind of communication has a clear meaning when conveying messages. As stated by the Housekeeping Supervisor of Hotel Tentrem Semarang: "Verbal communication is still not efficient enough for operations, because it only communicates through whatsapp groups and operations are hampered due to room conditions and systems are not synchronized. I think the message conveyed directly will be easier to understand quickly by the recipient."

The verbal communication process that occurs between the Front Office Staff of the Department and the Housekeeping Staff of the Department is in terms of preparing guest rooms or other things. The communication is two-way because the Front Office Staff of the Department and the Housekeeping Staff of the Department respond to

each other which ultimately results in their feedback or conversational feedback. This non-verbal communication process is more supportive in communication carried out by Front Office Staff with Housekeeping Department Staff because between communicators and communicants meet directly and it makes it easier for staff and guests to communicate more freely. Verbal communication will make it easier for companies or agencies to communicate with consumers and the obstacles that occur in the communication process will be reduced, so that in the end the communication process will end with the same agreement between communicators and communicants.

Meanwhile, according to [14] Communication is defined as notification, conversation, conversation, exchange of ideas or relationships. This communication can also be divided into several forms, i.e. there is oral and written communication from some regarding the delivery of the source it now adds electronic communication. There are two ways of verbal communication carried out by the department's front office with department housekeeping, namely, oral communication is verbal communication which is defined as face-to-face communication using the mouth (oral) in delivering information when talking to colleagues such as face-to-face, meetings, and telephone conversations [15]. Like the front office department and housekeeping department, oral communication through handy talky (HT) during the check-in or check-out process from the receptionist notifies the housekeeping staff to immediately clean the room so that guests do not wait long. Most people prefer oral communication because knowing the situation firsthand and oral communication can lead to familiarity and can provide a clearer understanding of the messages sent by the communicator. It relates with Asshofi (2023) improving guest service and quality of service can be done in various ways such as, improving communication, providing useful information to guests, and providing the best service hospitality to each guest because the more happy the guest is, the more starting the upselling service.

Daily oral communication used by Front Office Staff with Department Housekeeping Staff in communicating during operations to increase customer satisfaction by using words and language. Such as, providing information about the room list of guests who on that day did Check In and Check Out. Written communication is communication whose message delivery is conveyed through writing. As according to [16] written communication makes it easier for employees to structure sentences that are effective and systematic when conveying ideas that have been understood by word of mouth (oral). Written communication has a role and function that is no less important than oral communication. If oral communication can be interpreted by various external factors and is strongly influenced by the oral communication actors themselves, then written communication is more listed, structured, and there are rules or rules that need to be considered together. Such as the front office department notifies the housekeeping staff about guest requests, especially to VIP guests, namely: wedding anniversary, birthday, etc. Through whats app group. In the communication process carried out by the Front Office Staff of the Department in increasing customer satisfaction, this occurs when providing information through groups or posts shared through hotel Instagram media and print media in the form of banners or billboards,

letters or proposals are usually given to guests who requires official permission to use the Hotel as an event or research venue.

In addition, welcoming cards are usually given to guests who are placed directly in their rooms with welcoming snacks served as well. This type of communication is carried out by activities or actions and is more administrative in the sense that this action is fairly important because there will be archives stored as media that accommodate the track record of communication that takes place. Based on research, when the Front Office Staff of the Department conducts verbal communication is also accompanied by one-way and two-way communication such as one-way communication this type of communication only emphasizes the delivery of messages and the delivery process takes place quickly, this one-way communication also takes place only one party and does not cause feedback or feedback. This one-way communication is almost the same practice as written communication at Hotel Tentrem Semarang. The occurrence of one-way communication at Hotel Tentrem Semarang is due to questions asked by consumers through the official Instagram feed of Hotel Tentrem Semarang and consumer curiosity after seeing banners or billboards installed on the road and radio that are promotional places for Hotel Tentrem Semarang. With the installation of advertisements on Instagram feeds, billboards or banners and radio make consumers curious so that it raises questions from consumers about the ads are true or not. In the process of one-way communication that occurs at Hotel Tentrem Semarang, such as when disseminating information about the hotel to the public by installing banners or billboards with the contents of notifications about promos in the hotel and such as promoting through feeds and stories on the hotel's official Instagram and radio. This communication process takes place in one direction because there is no direct response or response from the public who see the information.

While two-way communication is communication that may occur feedback (feedback) in the communication process, this type of communication guarantees further information and explanation will be clarified and given if needed. This two-way communication process causes interaction that occurs between Department Front Office Staff and Department Staff, this two-way communication occurs when staff provide or convey information to other staff directly without intermediaries and which ultimately results in a feedback or feedback. In this communication process, both parties can exchange messages starting from the beta and provide feedback on what they convey. Non-verbal communication is a type of communication whose delivery is not through words but communication using gestures, body language symbols, gestures, eye contact and facial expressions. Nonverbal communication is also in the form of objects, but nonverbal communication in the form of objects does not replace using words but can convey a certain meaning. For example, such as clothes, accessories, possessions and gifts. In everyday life, non-verbal communication is also used side by side with verbal communication, because in the process non-verbal communication is also used as one of the supports of verb communication.

This non-verbal communication is also used in the communication process carried out by the Front Office Staff of the Department with the Housekeeping Department during operations. This type of communication is also often done because during

operations it often uses body textures, such as facial expressions and hand movements, even voice intonation often occurs especially when there are still problems there are still often disagreements or misinformation that results in obstacles in operations that make guests often complain because of service dissatisfaction from the two departments. For example, such as during the check-in and check-out process which often occurs where guests do early check-in or arrive earlier than the predetermined check-in hours . So that the front office staff of the Department with the housekeeping Department often there is a lack of communication between departments because the receptionist has done the check-in process but from the housekeeping has not done room cleaning because there are no guests who check out in the morning.

Non-verbal communication in the form of gestures, body language, and facial expressions has the aim of further increasing the sensitivity of the Department's front office staff in serving consumers, because basically this non-verbal communication is a support in verbal communication, be it verbal communication or equally should not be ignored and must be used for smoothness in the communication process. Providing clear information and according to the direction of department leaders through information systems is needed in business and companies. Information systems are the management of people, data, processes and information or information technology that interact directly and provide the information necessary to support an organization. The processed data is not enough to be called information. To be useful, it must be supported by three pillars, namely right to the person (relevance), timeliness (timeliness), and accurate (accurate). The information provided by the leadership is very important for the smooth running of a company. Clear information can help communication of front office and housekeeping cooperation relationships in smooth operations. The information conveyed by the front office to housekeeping must be accurate, to create good cooperation. An example of information provided by the front office to housekeeping is, when a guest asks to clean the room and the front office provides information to the housekeeping so that it can be cleaned. From the above that the information provided from the front office to housekeeping is very important, because with the information can create good cooperation and communication runs effectively.

5. Conclusion

The cooperative relationship between the Front Office Department and the Housekeeping Department occurs well through verbal and non-verbal communication in each division in each department, so that problems that exist between the front office and housekeeping can be resolved together. To improve communication, cooperative relations between the Front Office are carried out through a combination of verbal and non-verbal communication and explanations Information according to the direction of the department leadership so that it becomes effective communication during operations at Hotel Tentrem Semarang.

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