

ABSTRAK

SMK Santa Maria Merupakan SMK yang berdiri pada 4 Januari 1971 dan terletak di Jl. Insinyur H. Juanda No.29, RT.7/RW.3, Kb. Klp., Gambir, Kota Jakarta Pusat, Daerah Khusus Ibukota Jakarta. SMK ini memiliki 4 program keahlian yaitu program Perhotelan, Tata Boga, Tata Busana dan Multimedia. Meskipun telah mendapatkan akreditasi A oleh Badan Akreditasi Nasional Sekolah/Madrasah, namun setelah kami melakukan penelitian lebih lanjut, kami menemukan bahwa program keahlian Perhotelan di SMK Santa Maria hanya memberikan pengetahuan di lingkup *Front Office* sebagai *Reception, Reservation, Telephone Operator*, dan *Porter* serta kompeten didalam Melaksanakan pekerjaan di lingkup *Housekeeping* sebagai *Public Area Attendant, Room Attendant, Order Taker, Linen & Uniform Attendant dan Laundry Attendant* dan belum memberikan pengetahuan di lingkup *Service excellent*. Oleh karenanya, untuk melegkapi pengetahuan tentang ilmu perhotelan kepada siswa-siswi SMK Santa Maria, maka mahasiswa Program Studi Pengelolaan Perhotelan Universitas Pelita Harapan (UPH), melaksanakan kegiatan pengabdian dalam rangka memberikan pengajaran tentang *Service excellent* melalui berberapa kegiatan yakni: 1) Belajar bagaimana cara memberikan pelayanan terbaik kepadatamu; 2) Belajar bagaimana cara menangani keluhan dari tamu; serta 3) Belajar bagaimana cara meningkatkan *Customer Satisfaction*. Diharapkan dengan serangkaian program tersebut dapat membantu siswa- siswi SMK Santa Maria untuk dapat mengerti lebih dalam tentang program perhotelan dan dapat mengimplementasikannya pada saat memasuki dunia pekerjaan di bidang perhotelan.

Kata kunci : SMK Santa Maria, Program Perhotelan, *Service excellent*

ABSTRACT

SMK Santa Maria is a vocational school that was established on January 4, 1971 and is located at Jl. Engineer H. Juanda No.29, RT.7/RW.3, KB. Klp., Gambir, Central Jakarta City, Special Capital Region of Jakarta. This SMK has 4 expertise programs namely Hospitality, Tata Boga, Fashion and Multimedia programs. Although it has received A accreditation by the National Accreditation Board of Schools/Madrasah, after we conducted further research, we found that the Hospitality expertise program at SMK Santa Maria only provides knowledge in the scope of Front Office as Reception, Reservation, Telephone Operator, and Porter and is competent in carrying out work in the scope of Housekeeping as Public Area Attendant, Room Attendant, Order Taker, Linen & Uniform Attendant and Laundry Attendant and has not provided knowledge in the scope of Service excellent. Therefore, to complete the knowledge of hospitality science to the students of SMK Santa Maria, the students of the Hospitality Management Study Program of Universitas Pelita Harapan (UPH), carried out community service activities in order to provide teaching about Service excellent through several activities, namely: 1) Learn how to provide the best service to your guests; 2) Learn how to handle guest complaints; and 3) Learn how to improve Customer Satisfaction. It is hoped that the series of programs can help students of SMK Santa Maria to be able to understand more deeply about hospitality programs and be able to implement them when entering the world of work in the hospitality sector.

Keywords: *SMK Santa Maria, Hospitality Program, Service excellent*