

ABSTRACT

Tourism and Hospitality sector is supported by qualified human resources and have competence in their field. The hotel needs professional and loyal workers to provide the best service and be able to survive in the era of competition. Human resources in the hospitality industry is one very important factor because for service companies (HR) as a key factor in determining company performance. The results show that the level of education of human resources in various departments is mostly at the level of high school education. The level of expertise possessed by human resources in various departments is more certified. The role of the 'triple helix' system (industry, government and academia) needs to be better integrated. Competitions owned by hotel and restaurant employees are prepared since they are in advanced education. The industry continues to link and macth with the government and academia.

Keywords: *level of education, skill level, triple helix*