THE DUTIES OF GUEST RELATIONS OFFICER IN HANDLING VIP GUESTS IN KUSUMA SAHID PRINCE HOTEL SOLO

FINAL PROJECT REPORT

Submitted as a Partial in Obtaining Degree in the English Diploma Program, Faculty of Letters and Fine Arts Sebelas Maret University

by

Clevia Sinaryanti
C9309026

ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
SEBELAS MARET UNIVERSITY
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APPROVAL OF CONSULTANT

Approved to be examined before the Board of Examiner,
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

Title : THE DUTIES OF GUEST RELATIONS OFFICER IN
HANDLING VIP GUESTS IN KUSUMA SAHID PRINCE HOTEL SOLO.

Name : Clevia Sinaryanti
NIM : C9309026

Supervisor,

Drs. Hendarto Rahardjo, M.A
NIP.195207211979031004
APPROVAL OF THE BOARD OF EXAMINERS

Report Title : THE DUTIES OF GUEST RELATIONS OFFICER IN HANDLING VIP GUESTS IN KUSUMA SAHID PRINCE HOTEL SOLO

Student’s name : Clevia Sinaryanti
NIM : C9309026
Examination Date : 17 Oktober 2012

The Board Examiners:

1. Dr. Sri Marmanto, M.Hum.
   Chairman
   NIP. 19500901 198601 1 001

   Secretary
   NIP. 19821124 200912 2 002

3. Drs. Hendarto Rahardjo, M.A.
   Main Examiner
   NIP. 19520721 197903 1 004

Faculty of Letters and Fine Arts,
Sebelas Maret University
Dean

Drs. Rivadi Santos, M. Ed, Ph.D.
NIP.19600328 198601 1 001
MOTTO

➢ GOD ALWAYS GIVE THE WAY FOR US
DEDICATION

THIS REPORT IS DEDICATED TO:

- Almighty Allah SWT
- My beloved Mother and Father
- My beloved Brothers
- My big family
- My Best Friends

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PREFACE

I would like to give the best regard and thanks to Allah SWT who blessed me in finishing this job training report. This report is written to fulfill the requirement to obtain the English Diploma III Degree, based on the job training at Kusuma Sahid Prince Hotel Solo.

This report entitled “The Duties of Guest Relations Officer in Handling VIP Guests in Kusuma Sahid Prince Hotel Solo”.

I realized that this report is far from perfect. I will appreciate and accept any advices and constructive critics. At last, I hope this report will be useful for all readers especially for those who are interested in handling VIP guests as GRO in Kusuma Sahid Prince Hotel Solo.

Surakarta, 17 Oktober 2012

The writer

Clevia
ACKNOWLEDGEMENT

Alhamdulillahi rabbil' alınin, first of all I would like to thank Allah SWT for blessing me to finish this final project report and all the people around me who always give me support in doing this final project report.

I choose “The Duties of Guest Relations Officer in Handling VIP Guests in Kusuma Sahid Prince Hotel Solo” for the title of this final project because I have job training in Kusuma Sahid Prince Hotel Solo. During the process of finishing this final project report, I got support and suggestions from many parties. Therefore, I would like to give deepest thanks to:

1. The Dean of Letters and Fine Arts Faculty of Sebelas Maret University, Drs. Riyadi Santosa, M. Ed, Ph. D.
2. Yusuf Kurniawan, S. S, M.A. The Head of English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.
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5. All of the lecturers in The English Diploma Program, for the kindness.
6. Joko Haryadi, as the Front Office Manager in Kusuma Sahid Prince Hotel for giving me a chance to take a job training in KSPH.
7. All of the staffs in Kusuma Sahid Prince Hotel Solo, especially for all of the receptionists and bell boys (mbak Dian, mbak Femmy, mbak Anjar, mbak Lia, mas Agus, mas Bagus, mas Ainul, mas Yudha and mas Yudhi) for helping me on my job training and giving new knowledge.

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9. My beloved Brother … I Love You ….

10. My best friends : Nindi, Lia, Vyra, Dewi, Puput, Dina, Okka, Dian, Ani, Anisa thanks a lot for always accompanying me in happiness and sadness … I miss our craziness.

11. My beloved roommates Cynthia Clarizka D and Widya Rachmania … I Love u all …

12. All of my friends in class A… I Love U very much …

13. Mbak Heny, the Head of The English Diploma Office as the information centre and for helping me in the administration processes. Thank you for all …

Finally, I hope this final project report will be useful for all readers.

Surakarta, 17 Oktober 2012

Clevia
ABSTRACT

Clevia Sinaryanti. 2012. **THE DUTIES OF GUEST RELATIONS OFFICER IN HANDLING VIP GUESTS IN KUSUMA SAHID PRINCE HOTEL SOLO.** English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project report is written based on the job training carried out in Kusuma Sahid Prince Hotel Solo from February 8th, 2012 to April 8th, 2012. The objectives of this report are to describe Kusuma Sahid Prince Hotel (KSPH), the daily routines of Guest Relations Officer, and to explain the duties of Guest Relations Officer in Handling VIP Guests.

As part of International Hotel called Sahid Hotel Group, KSPH is often visited by Very Important Persons (VIP). In this case GRO has duty to handle this kind of guests, to give more attention, such as preparing special amenities, from entering the welcome letter, preparing fruit basket to helping the guests if there is a problem. Besides the writer also has an experience how to build a good teamwork in case the duty of Guest Relations Officer that is related with other department. In conclusion, Guest Relations Officer must be able to communicate well to guests and to other department in the hotel.
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