THE DUTIES OF RECEPTIONIST AT KUSUMA
SAHID PRINCE HOTEL SURAKARTA

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

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MOTTOES

Never give up and believe in yourself.

“You have to believe in yourself. When no one else does, it makes you a winner right there” (@MotivationForWoman)

“Don’t judge. Behind every person, there is always a reason why they are the way they are” (@MotivationForWoman)
DEDICATION

I dedicate this final project report to my beloved parents and family. My best friends and all people who have supported me.
PREFACE

The author would like to thank Allah SWT and Prophet Muhammad SAW who give me strength, guidance and patience in finishing this final project report right on time. The author is also thankful to all people for the support and encouragement while doing the job training and writing this final project report.

This final project report entitled “The Duties of Receptionist at Kusuma Sahid Prince Hotel” is written as a partial requirement in obtaining a degree in English Diploma Program.

This final project report discusses about the activities and duties of receptionist in handling the guests. Receptionist as a front office staff is expected to be able to give excellent services as well as give good impression of the hotel to the guest. This report also describes the problems they face and the solutions for them at the Front Office Department, Kusuma Sahid Prince Hotel.

The author realized that this final project report is far from perfection. Hopefully this report will add knowledge and information to the reader.

Surakarta, July 2013

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ABSTRACT


This final project report was written based on the job training done at Kusuma Sahid Prince Hotel, Surakarta for 3 months from February 1st to April 30th, 2013. The objectives were to explain the activities and duties of receptionist at Kusuma Sahid Prince Hotel and to find out the problems faced by them and also to give the solutions.

Front Office Department is the nerve center of a hotel because it is the communication center. Reservations are received here and as soon as the guests come they are ushered to the front desk. The important section in the Front Office Department is the reception. Receptionist’s duties are important because they do not only sell guest rooms and services, but also give the guest the first and last impression about the hotel. Receptionist should give excellent and comfortable services to make the guest satisfied while staying at the hotel.

During the job training as a receptionist the writer experienced how receptionist’s works. It can be concluded receptionist’s duties are as an agent at the information center, the registration staff, telephone operator, substitute staff, and also the one to handle the guest’s complaints. As the representative of the hotel, receptionist has to be well-groomed and well-mannered. The apprentice also experienced working in a teamwork because receptionist’s job is also involving the other departments. Overall, receptionist’s performance in giving services must be good and they must also solve their problems.
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