GUEST RELATIONS OFFICER AT NOVOTEL HOTEL SOLO

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

By:
Tri Penta Romasari
(C 9309076)

ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
SEBELAS MARET UNIVERSITY
2013
APPROVAL OF CONSULTANT

Approved to be examined before the board of Examiners, English Diploma Program,
Faculty of Letters and Fine Arts
SebelasMaret University

Title : GUEST RELATIONS OFFICER AT NOVOTEL HOTEL SOLO
Name : Tri Penta Romasari
NIM : C9309076

Supervisor

Dra. Endang Sri Astuti, M.S.
NIP. 195208121981032001

commit to user
APPROVAL OF THE BOARD OF EXAMINERS

Report Title: Guest Relations Officer at Novotel Hotel Solo
Student’s name: Tri Penta Romasari
NIM: C9309076
Examination Date: July, 24 2013

Accepted and Approved by the Board of Examiners
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

The Board of Examiners:

1. Fitria Akhmeri Primasita, SS. MA
   Chairperson
   NIP. 196912161998022001

2. Karunia Purna Kusciati, SS. M. Si.
   Secretary
   NIP. 198211242009122002

3. Dra. Endang Sri Astuti, M.S.
   Main Examiner
   NIP. 195208131981032001

Faculty of Letters and Fine Arts,
Sebelas Maret University
Dean,

Drs. Riyadi Santoso, M.Ed., Ph.D.
NIP. 196001281986011001
MOTTO

“A dream will make us motivated to be better without forgetting to say thank you to God”
DEDICATION

“My Mother”
“My only Grand Ma”
“My big Brother and big Sister”
PREFACE

I would like to say “alhamdullilahhirobbi’alamin” to Allah SWT for all blessings and guidance. This project report is written to fulfill the requirement in obtaining English Diploma Degree.

I would also thank to all the people who give support and encourage me in writing and finishing this project report entitled “The Activities of Guest Relations Officer at Novotel Solo”. The job training is the main thing to be done to make this final project report. By being trained as Guest Relations Officer, I want to observe and learn how Guest Relation Officer at Novotel Solo does its job.

Hopefully, this report will be welcomed as an additional reference in improving the service quality especially in Department of Guest Relations Officer, and more importantly, providing lessons for all the readers.

Surakarta, July 2013
ACKNOWLEDGEMENT

Alhamdulillahi robbil’alamin, all praise is to the lord “Allah SWT” for the wonderful blessing. To all concerned who assisted me directly or indirectly in establishing this report, I offer my sincerest gratitude to:

1. Drs. Riyadi Santosa, M.Ed, Ph.D, Dean of Faculty of Letter and Fine Arts. Sebelas Maret University.
4. All of the lecturers of English Diploma Program for the guidance and the lecture.
5. Mr. Thomas Colbert, the General Manager of Novotel Solo who gave me the great opportunity to have job training at Novotel Solo.
6. All of the employees in Novotel hotel, Mr. Dwi Prabawa (Front Office Manager), Mr. Herman (Assistant Front Office Manager), Mr. Anton and Miss. Wisti (Supervisor Front Office), the GRO’s staff, all receptions, and other departments. Thank you so much for the nice teamwork and giving me one greatest experience in my life.
7. My beloved parents, Mother, you’re such a great inspiration for me. My big Brother, thanks for your hard work earning money to support my study. My big Sister, thanks for your support. My Grand Ma, thanks a lot for taking care of me since I was very young and I hope you are peaceful in heaven.
8. My never ending best friends, Toni, Linda, Rahma, and Imah, it is nearly nine years we have been keeping this friendship. No matter how the distance keeps us apart, our friendship will last forever.
9. My classmates, Tata and Sekar, thank you for everything, you are always there when I need you.

commit to user
10. All my friends from Diploma English Program 2009 especially class C “Cem-cem’an Teh Coklat” and class Tourism “Dinasti Ming’gat”, thanks for the unforgettable experience during our study in English Diploma Program.

11. All of my Sentraya Bhuana friends, thanks a lot for the unforgettable adventure.

Surakarta, July 2013
Tri PentaRomasari
ABSTRACT

Tri Penta Romasari, 2013. Guest Relations Officer at Novotel 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 done at Novotel Solo which was done from January 30, 2012 until April 30, 2012. The objectives of this report are to describe the importance of Guest Relations Officer’s existence in Novotel Solo, to describe the duties of Guest Relations Officer, and to find out how Guest Relations Officer provides best services to all guests. Besides, it explains about the responsibility of GRO’s to other departments that will support the activities of GRO.

Based on the discussion, the importance of GRO is to actively promote the services of the hotel as well as uphold the image of the hotel at all times. In addition, GRO has duties to provide the best service related to the guests based on its importance. Those duties are done in coordination with other departments. In conclusion, GRO is one of the departments in Front Office which connects hotel and its guests, so that there is a harmonious relationship between both of them.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE PAGE</td>
<td>i</td>
</tr>
<tr>
<td>APPROVAL OF CONSULTANT</td>
<td>ii</td>
</tr>
<tr>
<td>APPROVAL OF THE BOARD EXAMINERS</td>
<td>iii</td>
</tr>
<tr>
<td>MOTTO</td>
<td>iv</td>
</tr>
<tr>
<td>DEDICATION</td>
<td>v</td>
</tr>
<tr>
<td>PREFACE</td>
<td>vi</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>viii</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>ix</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>x</td>
</tr>
<tr>
<td>CHAPTER I : INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>1. Background</td>
<td>1</td>
</tr>
<tr>
<td>2. Objectives</td>
<td>4</td>
</tr>
<tr>
<td>3. Benefits</td>
<td>4</td>
</tr>
<tr>
<td>CHAPTER II : LITERATURE REVIEW</td>
<td>6</td>
</tr>
<tr>
<td>1. Hotel</td>
<td>6</td>
</tr>
<tr>
<td>2. Accor Chain</td>
<td>9</td>
</tr>
<tr>
<td>3. Conception of Hotel</td>
<td>11</td>
</tr>
<tr>
<td>4. Front Office Department</td>
<td>11</td>
</tr>
<tr>
<td>CHAPTER III : DISCUSSION</td>
<td>16</td>
</tr>
<tr>
<td>1. Description of Novotel Solo</td>
<td>16</td>
</tr>
<tr>
<td>2. Guest Relation Officer</td>
<td>23</td>
</tr>
<tr>
<td>CHAPTER IV : CONCLUSION AND SUGGESTION</td>
<td>34</td>
</tr>
<tr>
<td>1. Conclusion</td>
<td>34</td>
</tr>
<tr>
<td>2. Suggestion</td>
<td>35</td>
</tr>
<tr>
<td>BIBLIOGRAPHY</td>
<td></td>
</tr>
<tr>
<td>APPENDICES</td>
<td></td>
</tr>
</tbody>
</table>

*commit to user*