THE ROLES OF GUEST RELATION OFFICER IN
THE SUNAN HOTEL SOLO

FINAL PROJECT REPORT
Submitted as a Partial Requirement in Obtaining Degree in the English
Diploma Program, Faculty of Cultural Sciences
Sebelas Maret University

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MY AMBITION IS MY INSPIRATION

EFFORT WILL TAKE ME AS FAR AS I WANT TO GO
DEDICATION

This final project is dedicated to:

♥ ALLAH SWT

♥ My Lecturers

♥ My Beloved Parents

♥ My Beloved Partner in my every single day

♥ All of My Best Friend

♥ All of The Sunan Hotel Solo Staff Especially Front Office Department
PREFACE

This report was written to fulfill the requirement in obtaining English Diploma III Degree. I did the job training as Guest Relation Officer (GRO) in Front Office Department of The Sunan Hotel Solo. I chose The Sunan Hotel Solo as the place to hold job training because I wanted to practice as a Guest Relation Officer.

In this report, I explained about the roles of Guest Relation Officer and the activities of Guest Relation Officer in The Sunan Hotel Solo.

I realized that this report was far from perfect. I would like to appreciate and accept any advises & constructive criticism. At least, I hoped this report would be useful for all readers especially for those who were interested in Guest Relation Officer on Hotels.

Surakarta, January 2016

Ria Wahyu Nugraheni

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Alhamdulillahirobil’ alamin, I would like to say thanks to ALLAH SWT for blessing and guidance so that I can finish this final project. It is one of the requirements in obtaining Degree in the English Diploma Program.

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6. Aat Sudrajad Saleh, as The Front Office Manager in The Sunan Hotel Solo for giving me a chance to take a job training in The Sunan Hotel Solo.

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8. My beloved parents, Mom and Dad for support, love, advice, prayer and all of that has been given to me. I will try to make both of them happy and proud of me.

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10. English Department 2011, especially Raras, Rani, Novi, Sifa, Ijus, Nana for discussing and working together and also supporting and cheering each other during our credits semester, including our final project report. Finally, I hope this final project report will be useful for all readers.

Surakarta, January 2016

Ria Wahyu Nugraheni
ABSTRACT

Ria Wahyu Nugraheni. 2016. (C9311059). The Roles of Guest Relation Officer in The Sunan Hotel Solo. English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University.

This final project report was written based on the job training done in The Sunan Hotel Solo within three months, started from February 10 to May 10, 2014. The objectives of this report are to explain the roles of Guest Relation Officer in handling guest and to describe the activities of Guest Relation Officer in The Sunan Hotel Solo.

The data of this report were taken from the activities during the job training. Considering The Sunan Hotel Solo’s bustle, the availability of Guest Relation Officer (GRO) was very essential. As a Guest Relation Officer, I met various characters of guests and experienced directly on how to cater the needs during their stay, such as preparing special arrangements for VIP guests and handling complaints. Besides, I also experienced doing other GRO activities, especially in making report, conversing with the guests, inspecting room, escorting the guests, handling courtesy call and standing by in the lobby area to greet and welcome the guests.

From the data above, it can be concluded that the roles and the activities of Guest Relation Officer (GRO) in The Sunan Hotel Solo include various aspects. Commonly there are three main roles and duties. They are 1) making sure that guest feel welcome from the moment they stepped into the hotel to the moment they left and also make sure that they have everything needed during their stay; 2) being coordinator in handling VIP guests; 3) being problem solver in handling complaint.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TITLE</td>
<td>i</td>
</tr>
<tr>
<td>APPROVAL OF CONSULTANT</td>
<td>ii</td>
</tr>
<tr>
<td>APPROVAL OF THE BOARD OF 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>vii</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>ix</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>x</td>
</tr>
<tr>
<td>CHAPTER I : INTRODUCTION</td>
<td></td>
</tr>
<tr>
<td>A. Background</td>
<td>1</td>
</tr>
<tr>
<td>B. Objectives</td>
<td>6</td>
</tr>
<tr>
<td>C. Benefits</td>
<td>6</td>
</tr>
<tr>
<td>CHAPTER II : LITERATURE REVIEW</td>
<td></td>
</tr>
<tr>
<td>A. Hotel</td>
<td>7</td>
</tr>
<tr>
<td>B. Hotel Classification</td>
<td>11</td>
</tr>
<tr>
<td>1. Hotel star and the number of room</td>
<td>11</td>
</tr>
<tr>
<td>2. Hotel Location</td>
<td>13</td>
</tr>
<tr>
<td>C. Front Office Department</td>
<td>14</td>
</tr>
<tr>
<td>D. Guest Relation Officer (GRO)</td>
<td>15</td>
</tr>
<tr>
<td>1. Definition of Guest Relation Officer (GRO)</td>
<td>15</td>
</tr>
<tr>
<td>2. Responsibilities and Duties of Guest Relation Officer (GRO)</td>
<td>15</td>
</tr>
<tr>
<td>CHAPTER III : DISCUSSION</td>
<td></td>
</tr>
<tr>
<td>A. Profile of The Sunan Hotel Solo</td>
<td>16</td>
</tr>
<tr>
<td>B. Vision and Mission</td>
<td>19</td>
</tr>
</tbody>
</table>
1. Vision ........................................................................................................ 19
2. Mission .................................................................................................... 19
C. Facilities in The Sunan Hotel Solo ......................................................... 20
   1. Room Facilities ................................................................................. 20
   2. Hotel Facilities .................................................................................. 21
D. The Organization Chart of The Sunan Hotel Solo .................................. 25
   1. Figure 1: Organization Chart of The Sunan Hotel Solo .................. 25
E. The Organization Structure of The Sunan Hotel Solo ............................ 26
F. The Organization Chart of Front Office Department in The Sunan Hotel
   Solo ........................................................................................................... 28
   1. Figure 2: Organization Chart Front Office Department of The Sunan
      Hotel Solo .......................................................................................... 28
G. Front Office Department of The Sunan Hotel Solo .............................. 29
H. Guest Relation Officer (GRO) in The Sunan Hotel Solo ..................... 32
   1. Guest Relation Officer (GRO) of The Sunan Hotel Solo ................. 32
   2. Appearance of Guest Relation Officer (GRO) in The Sunan Hotel Solo
      ............................................................................................................. 32
   3. Working Schedule of Guest Relation Officer (GRO) in The Sunan
      Hotel Solo ........................................................................................... 33
I. The Roles of Guest Relation Officer (GRO) in The Sunan Hotel Solo ... 34
J. The Activities of Guest Relation Officer (GRO) in The Sunan Hotel Solo
   .................................................................................................................. 38

commit to user

xi
K. Check List of The Activities of Guest Relation Officer (GRO) in The
Sunan Hotel Solo .................................................................41

CHAPTER IV : CONCLUSION AND SUGGESTION
A. Conclusion .........................................................................45
B. Suggestion .........................................................................46

BIBLIOGRAPHY
APPENDICES