

**BELLBOY'S PROFESSIONALISM IN  
SOLO PARAGON HOTEL AND RESIDENCES**



**FINAL PROJECT REPORT**

**Submitted as a Partial Requirement in Obtaining Degree in the  
English Diploma Program, Sebelas Maret University,  
Surakarta**

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## MOTTO

**“Genius is 99% hard work and 1% talent...”**

**- Albert Einstein**

**“The worst enemy you can meet is yourself, so defeat yourself...”**

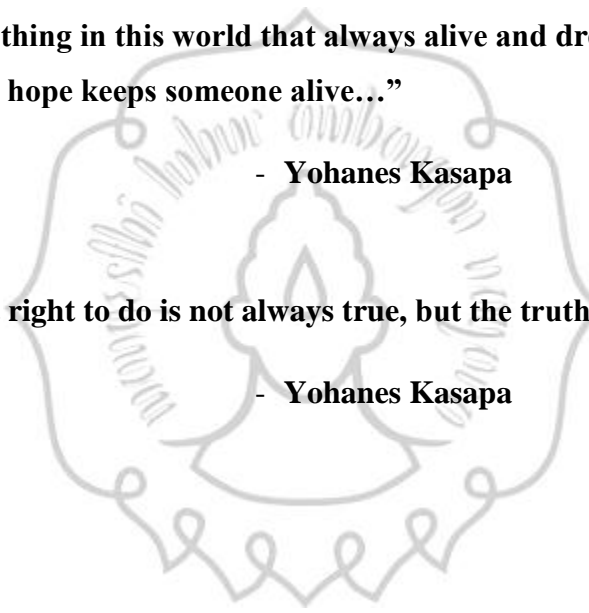
**- Friedrich Nietzsche**

**“There is only a thing in this world that always alive and dreaded by the world, it is hope... A strong hope keeps someone alive...”**

**- Yohanes Kasapa**

**“Something that right to do is not always true, but the truth is always right...”**

**- Yohanes Kasapa**



## DEDICATION



This Final Project is dedicated for:

Mom, Dad, and my Big Brother

Friends and Colleagues

and

Everyone who helps my dreams comes true

## PREFACE

Thank you to Jesus Christ, the One who I trust the most. He let me finish my final project report, entitled BELLBOY'S PROFESSIONALISM IN SOLO PARAGON HOTEL AND RESIDENCES.

I am as the writer was eager to be a bellboy, because I want to tell the readers that bellboy is a good job. Bellboy job teaches a man many good attitudes. Although is not so easy and tiring to be a bellboy, but the way bellboy serve the guests is really good example for the way of life. This final project also contains strategy and problems faced by a bellboy, of course there are the solutions too to encourage professionalism as a bellboy.

Thus, I succeed writing my final project and I hope this final project may inspire the readers and being good information or resources.

Surakarta, December 2014

Yohanes Kasapa

## ACKNOWLEDGEMENT

Besides the blessing of God, I have friends, colleagues, and family who involve or supporting me on making my final project. Here they are the people that I would like to say thank you to help me since I study in Sebelas Maret University:

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2. Dean of Faculty of Letters and Fine Arts, Drs. Riyadi Santosa, M.Ed., Ph.D.
3. Thank you to Drs. Riyadi Santosa, M.Ed., Ph.D. for your advice, supervising, and guidance in making of this final project. You are really a good and pleasurable supervisor.
4. Head of English Diploma Program and also my favorite pronunciation teacher, Yusuf Kurniawan, S.S., M.A.
5. My Academic Supervisor, Muhammad Taufiq Al-Makmun, S.S., M.A.
6. All my colleagues, especially Mas Nico from Bellboy section and from Front Office department until Security department.

7. Mrs. Judith Sari, your advice and recommendation to do my internship program in Solo Paragon Hotel & Residences.
8. Bell Captain of Solo Paragon Hotel & Residences, Mr. Abdullah. You help me so much while I am doing my internship program.
9. Assistant Front Office Manager Solo Paragon Hotel & Residences, Reza Firdaus. You make me work there.
10. Assistant of Human Resources Manager Solo Paragon Hotel & Residences, Mas Tegar. You are my good elementary friend, you make me there as a bellboy.
11. My big brother Ardi Magara. You have ever fasting for my success.
12. All my lecture friends, without you I am nothing.
13. My five best friends in Solo, Aven, Aristya, Irul, Kirom, and Daniel. You are making my day.
14. My exes, people call it past love. You are coloring my life.
15. One of my exes, who ever tried to helped me and gave me an example of final project, although it is not helping me as much. She is quite pretty.
16. Thanks to scientists who are share their thoughts upon internet.
17. Everyone who helps me finishes my final project.



## ABSTRACT

**Yohanes Kasapa.** 2014. **Bellboy's Professionalism in Solo Paragon Hotel and Residences.** English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project is written based on the job training done by the writer from March 3<sup>rd</sup> to June 2<sup>nd</sup>, 2014 in Solo Paragon Hotel and Residences, located on Jln. Dr. Sutomo. The objectives of this final project report are to know the job description, discuss the strengths and weaknesses of being a Bell Boy, and suggest the ways to improve service of Bell Boy in Solo Paragon Hotel and Residences.

The writer focuses this report on the roles, responsibilities, and how to be a professional bellboy. This final project is expected to give better understanding about bellboy and how to be a professional bellboy.

The conclusion is that to become a professional bellboy, he should understand the job description and responsibilities to serve the guests professionally. The writer hopes this final project is beneficial for others.

## TABLE OF CONTENTS

<b>APPROVAL OF CONSULTANT</b> .....	ii
<b>APPROVAL OF BOARD EXAMINERS</b> .....	iii
<b>MOTTO</b> .....	iv
<b>DEDICATION</b> .....	v
<b>PREFACE</b> .....	vi
<b>ACKNOWLEDGMENT</b> .....	vii
<b>ABSTRACT</b> .....	ix
<b>TABLE OF CONTENTS</b> .....	x
<b>CHAPTER I: INTRODUCTION</b> .....	1
A. Background.....	1
B. Objectives.....	3
C. Benefits.....	3
<b>CHAPTER II: LITERATURE REVIEW</b> .....	4
A. Hotel.....	4
A.1. Definition.....	4
A.2. Classification of Hotels.....	5
A.3. Types of Hotel.....	8
B. Front Office.....	15
B.1. Definition.....	15

B.2. Organization Structure.....	16
C. Concierge.....	18
C.1. Definition.....	18
C.2. Role of Concierge.....	18
D. Bellboy.....	18
D.1. Definition.....	18
D.2. Role of Bellboy.....	19
E. Bellboy in Solo Paragon Hotel and Residences.....	20
<b>CHAPTER III: INTERNSHIP REPORT.....</b>	<b>21</b>
A. Company Profile of Solo Paragon Hotel and Residences.....	21
B. Facilities in Solo Paragon Hotel and Residences.....	22
B.1. Services and Hotel Facilities.....	22
B.2. Room Amenities.....	23
C.3. Recreation Facilities.....	24
C. Front Office Organization Structure.....	25
D. Concierge Organization Structure.....	26
E. Job Description of Bellboy in Solo Paragon Hotel and Residences.....	27
F. Strengths and Weaknesses Being a Bellboy.....	33
G. The Suggestion to Improve Service of Bellboy.....	36
<b>CHAPTER IV: CONCLUSION AND SUGGESTION.....</b>	<b>38</b>
A. Conclusion.....	38
A.1. Job Description of Bellboy in SOPAR HORE.....	38

A.2. Strengths and Weaknesses of Being a Bellboy.....	40
A.3. Job Description of Bellboy in General.....	42
A.4. Knowledge Obtained of Being a Bellboy.....	43
B. Suggestion.....	44
B.1. Suggestion for Solo Paragon Hotel and Residences.....	44
B.2. Suggestion of Being a Bellboy.....	45
B.3. Suggestion to Improve Service of Bellboy in SOPAR HORE...46	
<b>BIBLIOGRAPHY.....</b>	<b>47</b>
<b>APPENDICES.....</b>	<b>48</b>

