THE ACTIVITIES OF GUEST RELATION OFFICER IN 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

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APPROVAL OF CONSULTANT

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Sebelas Maret University

Title: THE ACTIVITIES OF GUEST RELATION OFFICER IN
NOVOTEL HOTEL SOLO

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MOTTO

Always be your self and never be anyone else even if they look better than you.

Intelligence is not the determinant of success, but hard work is the real determinant of your success.
DEDICATION

The writer dedicates this final project report to:

♥ My Amazing Savior
♥ My beloved parents
♥ My beloved brother and sister
♥ My lecturers
♥ All of my best friend
♥ My beloved someone

commit to user
PREFACE

Hotel industry in Surakarta has developed rapidly. In 2012, some hotels was built in Surakarta to increase the income from tourism field. In order to increase the income of hotel, every hotels must give the best service and create a good image. In that case, Guest Relation Officer is expected to maintain a good relationship between hotel and guests.

By this final project report, the writer will show all of the activities and duties done by Guest Relation Officer. Before write this final project, the writer has done the job training in Novotel Solo.

This final project report is relatively far from being perfect, therefore the writer needs the positives suggestions in order to improve this final project report.

Surakarta, December 2014
ACKNOWLEDGEMENT

Praise to the Lord. I would like to express my highest gratitude to Lord Jesus Christ for His mercy and blesses in every aspect of my life. Then, I also want to say thanks to all people who help me and give me supports in finishing this final project report, namely:

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4. All of the lecturers of English Diploma Program, I’m nothing without your teaching.
5. My beloved parents, thank you for all. You are my everything.

Surakarta, December 2014

DHIKA PARAMITA RISTIANANDA
ABSTRACT

Dhika Paramita Ristiananda, 2014. The Activities of Guest Relation Officer In Novotel Hotel Solo. English Diploma Program, Faculty of Letters and Fine Arts, UNS.

This final project report was written based on the job training in Novotel Hotel Surakarta within three months, started on February 17, 2013 and ended on May 16, 2013.

This final project report discusses the activities, duties and additional duties of Guest Relation Officer in Novotel Hotel Solo. The fact shows that the activities of Guest Relation Officer are grouped into three shifts; they are morning, middle and evening shift. The duties are: to fulfill all the demands and needs of guests, to give the best service. To be a good and satisfying Guest Relation Officer, she must have a complete information, large network and be problem solver.
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