The Receptionists’ Standard Operating Procedure when the Guests are Checking-In and Checking-Out in Amarelo Hotel Solo

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in English Diploma Program, Faculty of Letters and Fine Art.
Sebelas Maret University

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ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
SEBELAS MARET UNIVERSITY
SURAKARTA
2014

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MOTTO

“Satu satunya cara untuk lulus dalam sebuah ujian adalah menghadapinya”.

(The Writer)

“Twenty years from now you will be more disappointed by things that you didn’t do than by the ones you did do. So throw off the bowlines, sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover”.

(Mark Twain)

“THERE ARE TWO WAYS OF SPREADING LIGHT
To be the candle or the mirror that reflects it”.

(Sri Astuti)

“Nothing is impossible, Anything can happen as long as we believe”.

(The Writer)
DEDICATION

I would like to dedicate this Final Project Report for:

- My beloved parent
- All of my best friends
- My beloved boyfriend
PREFACE

I would like to be thankful to Allah SWT for giving me opportunity in composing this final project report. This report is written to fulfill the requirement in obtaining degree the English Diploma program of Sebelas Maret University. I did the job training in Front Office Department in Reception section of Amarelo Hotel Solo for the period of February 4th – May 5th 2013.

The aims of this final project report are to describe the Standard Operating Procedure (SOP) and to describe my training activities as a front desk agent.

Finally, I realize that the report might be flaw, so I feel that this report should have any suggestion and criticisms for better improvement. I welcome for any advice for this final project report.

Hopefully this final project can be useful to the readers, especially for those who are interested in Front Office Department in Hotel Industry.

Surakarta, 19 August 2014

Retnowaty
ACKNOWLEDGEMENT

Bismillahirrahmanirrahim

In The Name of Allah SWT, the most gracious and merciful, all praise for His mercy, guidance and loving care which have been given to me so this final project report entitled “The Receptionists’ Standard Operating Procedure when the Guest are Checking-In and Checking-Out in Amarelo Hotel Solo” could be completed well. This final project report is aimed to obtaining degree the English Diploma program of Sebelas Maret University.

In the process of finishing this final project, I faced a lot of difficulties, but, because of the assistance of many sides, this final project finally could be completed. Thus, I would like to express my sincere gratitude to:

1. Drs. Riyadi Santosa, M.Ed, Ph.D. the Dean of Faculty of Letters and Fine Arts, Sebelas Maret University.
2. Mr. Yusuf Kurniawan, S.S., M.A as the head of English Diploma Program.
3. Mrs Susilorini, M.A as my supervisor for her great care, patience, comments and suggestions in guiding me in the process of preparing this final project until it appears as it should be.
4. All Lectures of English Diploma Program.
5. General Manager of Amarelo hotel, Mr Tupa Simanjuntak.
6. All Front Desk Agents of Amarelo Hotel Solo, Mr Windu, Mr Tofan, Mr Dikky, Ms Rany, Ms Elis, Ms Rika. I thank for the advice and knowledge.
7. My beloved parent, Surono Hadi Saputra and Nining Anengsih, thank you very much they always supporting and encouraging me with their best wishes.

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8. All of my best friends during completing this final project especially for Kori and Faisal Agata.
9. My beloved Faisal Agata Ardiarta, he always there cheers me up and stands by me through the good and bad times.
10. All of my family members.
11. I also expressed gratitude to everyone who cannot be mentioned one by one.
ABSTRACT

Retnowaty. 2014. The Receptionists’ Standard Operating Procedure when the Guests are Checking-In and Checking-Out in Amarelo Hotel Solo. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project is written based on the job training done at Front Office Department of Amarelo Hotel Solo for three months in February 2013 – May 2013.

The objective of this report is to describe The Standard of Receptionist at Amarelo Hotel Solo and the activities of giving service to check-in and check-out guest in Amarelo Hotel Solo. The Standard Operating Procedures for guest checking-in are greeting, asking the guests to fill the registration form, reconfirming the guests order, borrowing the guests ID card to copy, asking the guests for the payment method, giving the room keycard and mentioning the room number, inputting the guests identity into the computer system. While the Standard Operating Procedures for guest checking-out are preparing the bill before 12 a.m., calling and giving information about late check-out policy after 12 a.m., greeting the guests at the front office counter, asking the guests to fill the guest comment card, bid farewell. The activities during in the job training done by the writer included handling guests checking-in and checking-out, answering the phone, and showing the rooms.
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