THE ROLES OF GUEST RELATION OFFICER (GRO) IN HANDLING VIP GUESTS 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

by

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APPROVAL OF SUPERVISOR

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“Life is like piano, black and white. If God plays it, all will be a beautiful melody”

(Anonim)
DEDICATION

I would like to dedicate this final project to:

My beloved parents
My brothers and sister
My dearest boyfriend
My bestfriends who always support me
All of my friends
My lectures
PREFACE

Assalamu’alaikum Wr. Wb

I would like to say “Alhamdulillahirobbil’alamin” to Allah SWT for all the blessing and guidance. This final 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 final project report entitled “The Roles of Guest Relation Officer (GRO) In handling VIP guests In The Sunan Hotel Solo”. The job training is the important thing to be done to make this final project report. I did the job training for three months in The Sunan Hotel Solo as Guest Relation Officer (GRO), I am interested in discussing the topic because I want to explain how GRO in The Sunan Hotel Solo handles the VIP guests.

I realize that this final project report is far for being perfect. Therefore, I would appreciate and be willing to accept positive advices and criticism. Hopefully, this final project report is expected to be beneficial to all readers.

Wassalamu’alaikumWr. Wb.

Surakarta, 08 January 2016
Fatwa Ullil Amri

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Alhamdulillah. Finally, I have finished this final project report. I would never stop saying Alhamdulillah for my Greatest God, Allah SWT for everything given to me. However, I would not able to finish it without any support from others. Therefore, I would like to express my gratitude to those who supports me during arranging this final project report.

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12. All my dear friends of English Diploma Program ’12, especially Class B that I cannot mention one by one. Thank for the experiences, nice friendship and unforgettable memories

Surakarta, 8 January 2016

Fatwa Ullil Amri
ABSTRACT

Fatwa UllilAmri, 2016. The Roles of Guest Relation Officer (GRO) in handling VIP guests 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 at The Sunan Hotel Solo which was done from February 15, 2015 until April 15, 2015. The objectives are to describe the importance of GRO in The Sunan Hotel Solo and to describe the roles of GRO in handling VIP guests in the Sunan Hotel Solo.

Based on the observation that was done during the job training, the existance of GRO in the Sunan Hotel Solo is important because The Sunan Hotel Solo is one of hotels in Solo which has high attendance. The writer as GRO has roles to handle the guests especially VIP guests. The roles which are done by the writer. They are: handling complains, conducting courtesy call and handling VIP guests. When handling VIP guest, the writer should prepare amenities such as: welcome letter, fruit basket and room key.

In handling VIP guests, GRO cannot stand alone. GRO always cooperates with other departments such as: Housekeeping department, F&B Service department and Engineering department. During the job training the writer gets difficulty in doing the duties because the number of staff in The Sunan Hotel Solo is not balance with the guests so the writer suggests adding the number of staff in The Sunan Hotel Solo.
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