

**The job description of room boy section and its problems  
at Sahid Raya Hotel  
Solo**



**FINAL PROJECT REPORT**  
**Submitted as a Partial Requirement in Obtaining Degree in the English**  
**Diploma program, The Faculty of Letters and Fine Arts,**  
**Sebelas Maret University**

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**ENGLISH DIPLOMA PROGRAM**  
**FACULTY OF LETTERS AND FINE ARTS**  
**SEBELAS MARET UNIVERSITY**  
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**PREFACE**

I write this report to fulfill the requirement in obtaining the English Diploma III Degree. This is a report of job training activities. I did the job training in the Front Office Department of Novotel Hotel Solo. I chose this hotel as the place of her job training because she wants to learn how to be a Guest Relation Officer, especially in hotel.

This report, entitled “The Function of Guest Relation Officer in Front Office Department as Public Relation in Novotel Hotel Solo” gives information about the work mechanism of Guest Relation Officer in Novotel Hotel Solo. The report also gives information about the facilities and public area in Novotel Hotel Solo.

I realize that this final project cannot be formed without any involvement from many people. Therefore on this occasion, I would like to thank to all people who give their assistance and support in finishing this final project.

I am also aware that this final project is far from perfection. Therefore, I need suggestion and criticisms to make this final project perfect. Hopefully, this final project can be beneficial to all people.

Surakarta, June 21<sup>th</sup> 2007

Stephani Sulisty Putri

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## **ABSTRACT**

**Stephani Sulisty Putri D.** 2007. The Function of Guest Relation Officer in Front Office Department as Public Relation Officer in Novotel Hotel Solo. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project report is based on the job training in Novotel Hotel Solo which was done from January 22<sup>nd</sup> 2007 until April 31<sup>st</sup> 2007. This report discusses work mechanism of Guest relation Officer in Front Office Department.

The objectives of this final project are to identify the work mechanism of Guest Relation Officer and the function of Guest Relation Officer as public relation in Novotel Hotel Solo.

In conclusion, Guest Relation Officer has work mechanism to make relation with the guest by introducing hotel facilities, presentation and pricing and also handling objection.

Beside making relation with the guest, Guest Relation Officer must know the background knowledge about the facilities and public area in Novotel Hotel Solo to give the clear information to the guest.

It is also necessary to improve the background knowledge around Solo city about traditional snack originally from Solo and attractive place for leisure, etc.

## **MOTTO**

**God always give us the best ways in bad situation for our great experience**

**I will not waste my time to give up and cry, but just try and do the best**

**If God give us the chance, do not ever scare to take the chance and be the  
different people.**

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**DEDICATION**

**I dedicate this final project report for :**

**My beloved Mother and my lovely Sister**

**My lovely brother**

**My lovely father in heaven**

## **ACKNOWLEDGEMENT**

Blessed by our Father and the Son and the Holy Spirit of the Lord of Jesus Christ, because of his Grace and love I can finish my final project on time. I realize that in finishing this final project, I was helped and supported by many peoples.

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Silva Happy Teguh Rawido, thank you for your love and support to me..I am sorry for everything...Thanks Me\_Bujel.....

For my lovely peoples : my family in Karang Pandan, TESA(Penceng, Mba Atta, Nyak, Mba Menuk, Mba Amee, Mas Endro, Mas Boy, Mba Iprit, Estut& Isti(my lovely friends)Melon, Sentraya Bhuana, Mba Mbot friends (Arum, Ira, Ari), Putra \_DeKaVe for being my true friend, Ari Okvida that always love and wait for me..and all of my friend that can not describe...that always give me support and make my life colorful..

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## **CHAPTER I**

### **INTRODUCTION**

#### **Background**

Hotel industry is one of the service industries that play an important role in fulfilling and satisfying the tourist's need. In the hotel industry, all of the products that will be sold to the guest have to be observed carefully. The guest will be satisfied if they got the best service from the hotel. Good service make the guest stay longer and back again to the hotel. The increasing of the service quality that is given to the guest can effect the hotel's development. According to Bruce Braham (1992) in his book "Hotel Front Office", the definition of hotel is as follow: An establishment held out by proprietor as offering food, drink, and if so required sleeping accommodation without special contract to any traveler presenting him self who appears able and willing to pay reasonable sum for the service and facilities provided and who is in a fit satiate to be received.

Front Office department is a centre of activity in a hotel operation. Front Office offers are responsible to welcome the guest, carrying their luggage, helping

them register, giving their room keys, giving information about the facilities and activities in the hotel and surrounding areas and finally checking them out.

The Front Office staff is the public's main contact with the hotel. The staff member handle reservation, greet the guest an arrival, register new guest, dispense key, handle incoming fax and outgoing mail, take message for guests, provide information, listen to the complaints, and handle check out procedures when the guest depart. (Foster, 1992: 22)

Front Office is divided into many sections to do its responsibilities. In Novotel Hotel Solo, Front Office is divided into many sections. They are Reception, Reservation, Guest Relation Officer, Telephone Operator, Business Center, Dolfy Kids and Concierge. One of the sections in Front Office Department is Guest Relation Officer. Guest Relation Officer is a part from Front Office department in hotel, which has important role to handle the guest. Guest Relation Officer is the main sub-department of Front Office which escorts the guests about the facilities that have been there in hotel and the service that will be received by the guest during they stay in hotel. Guest Relation Officer has a function to serve and handle the necessary of VIP guest and explains all of information about the hotel that needed by the guest.

The writer is interested in discussing the Guest Relation Officer in handling the VIP guest and promoting the hotel to the guest by doing an observation at the Front Office Department of Novotel Hotel Solo. The writer had taken job training in Front Office Department in Novotel Hotel Solo for 3 mounts to get information to fulfill the final project to finish her study in English Diploma on Hotel section, Letter and Fine Art faculty, Sebelas Maret University.

## **Objective**

The objectives of this final project are:

1. to describe the work mechanism of Guest Relation Officer in Novotel Hotel Solo
2. to describe the function of Guest Relation Officer as Public Relation Officer in Novotel Hotel Solo.

## **Benefit**

It is expected that this final project may bring benefits to the English Diploma Program, the hotel and the reader.

1. To the Hotel

Through this report, the hotel knows the result that the writer got during job training. The hotel also gets reference from the report that the writer made about the hotel itself.

2. To the reader

The other researchers may use this report as a reference in writing the similar object. It can help to broaden their knowledge about the lodging and hospitality business.

3. To English Diploma Program

This report gives additional reference for English Diploma Program especially for Hotel program.

## **CHAPTER II**

### **LITERATURE REVIEW**

## **A. Conception of Novotel**

Novotel is an international network of conveniently modern hotels designed for business and leisure. Novotel, in which the network runs under management of Accor, European leader and the world's largest groups in hotels, tourism and corporate services, has created a strong presence of endless innovation since its emergence. Situated in all major capitals, within business and cultural centers with numerous accesses of transport and facilities, Novotel truly extends the finest quality and values as the world-class business hotel that gives profoundly quality standards of international chain.

The concept of Novotel is to provide conveniently modern hotels exclusively designed either for business or leisure. In applying the idea, Novotel blends its innovatively modern style with art of ancient traditional and a great sense of warmth. In addition to be excellently situated in many hearts of the city and the culture, with close proximity to major business districts, tourist destination, entertainment places, shopping areas, cultural sites and many more, and completely supported by availability of ancillary facilities outside, the group of Novotel is able to serve for each customer's requirements with case and nice services. In brief, the following is the conception of Novotel covering.

The style of Novotel combines modernity and tradition, with modern stylish exterior; the atmosphere inside is décor with local traditional character to create such harmonious environments. In the meantime, the feature of the building is surrounded by a set of alluring garden and park with a variety of exotic plants so that it looks attractive.

As international mid-class business hotels designed for four-star rank, Novotel provides comfortably spacious rooms consisting of over 100 rooms from standard to executive, with all modern features inside like minibar and coffee maker, dial-up internet access, international direct dial telephone, satellite television, tub and shower bathroom with hairdryer, and etc. In addition, Novotel also combines its accommodation with restaurant providing international and domestic cuisine with 24 hours catering services, and parking areas. Then, to support guest leisure activities, Novotel extends enormous facilities covering *spa* and *sauna*, sport facilities like golf or tennis, bar and café, massive lounge indoor or outdoor swimming pool, and children club. Directly, in fulfilling give profound requirement for business services, provision of conference facilities, meeting rooms with the latest audio-visual equipment.

Every Novotel is strategically situated in the heart of the city, with proximity to many major attractions at walking distance such as business, shopping and cultural centers, tourist resorts, entertainment places, and others apart from easy access to motorways, airports and train stations.

## **B. Brief History of Novotel Hotel Solo**

Novotel Solo is located in the center of Solo at Slamet Riyadi Street no 272. Novotel Solo is a four-starred hotel with soft opening on July 1<sup>st</sup> 1997 and has grand opening on September 20<sup>th</sup> 1997. The building of Novotel Solo consist of 9 floors.

### **1. Basement**

In terrace, there is a counter of Bellboy service. Entering into the hotel, there is front office desk counter. In north basement there are Lobby hotel with

coffee shops and billiard, Sun pastry and Deli Shop, Saraswati and Vino bar, Andrawina restaurant and toilet for the guest. In west basement there is Drugstore and Advantages Plus counter and also some arcade. In basement there are also Back of the House such as Front Office Department, Food and Beverage Office Department, Sales and Marketing Office Department and Executive Office for Assistance Manager and General Manager.

## 2. First Floor

There are Ballrooms for meeting and all of the meeting rooms have been completed with pre function facilities and toilet. There is also Banquet kitchen and Accounting Office.

## 3. Second Floor

In second floor, there are rooms of Superior type room and one Suit room.

## 4. Third, Four and Five Floor

In the third, four and five floor there are rooms of Deluxe type room and one Suit room in each floor.

## 5. Sixth Floor

Sixth floor is especially for non smoking room of Deluxe type rooms and one Suit room.

## 6. Seventh Floor

Seventh floor is floor for executive room. In this floor there is lobby executive, Guest Relation Officer counter and apartment or House that is used for Executive Assistance Manager and General Manager.

## 7. Eight Floor

In the Eight floor there are rooms of Family type room.

Each floor is completed with guest elevator and service area for staff and also Station for Housekeeping. Novotel hotel Solo has 142 rooms which are divided in various type.

<b>Room Code</b>	<b>Room Type</b>	<b>Room Total</b>
DBC	Superior King	17
TWC		
DBB	Superior Twin	7
TWB	Deluxe King	46
BDA	Deluxe Twin	40
TWA	Executive King	9
4FM	Executive Twin	5
SKC	Family	12
	Suit	6

As four-starred hotel Novotel Solo has supporting facilities. Some of facilities and public area in Novotel Solo are Sport and Leisure facilities, Meeting Room, Food and Beverage facilities, Business Center facilities, Drugstore and Advantages Plus Membership counter and Medical

facilities. The great building has large parking area controlled for 24 hours.

The structure of organization in Novotel Solo uses line structure organization where each department has several employees who have responsibility for their work.

1. General Manager who has duty in Novotel Solo

General Manager I : Mr. Bernd. Echneider (1997-1999)

General Manager II : Mr. Didier Rosas (1999-2000)

General Manager III : Mr. Sylvain Julien (2000-2004)

General manager IV : Mr. Stephane Bryer (2004- now)

2. Assistance general manager

3. Front Office Department

4. Food and Beverage Department

5. Sales and Marketing Department

6. Engineering Department

7. House Keeping Department

8. Human Resources department

### **C. Guest Relation Officer**

The existence of Guest Relation Officer is strongly influential in supporting hotel operational activities. The concept of provision of Guest Relation Officer is seemingly very appropriate to apply to increase the quality of service.

1. Guest



Guest is person staying at a house or a hotel or invited to a theatre, restaurant, by somebody else who pays (Oxford Dictionary); One to whom entertainment or hospitality has been extended by another in the role of host or hostess as at a party (American Translation.2002: Yahoo Education)

## 2. Relation

Relation is contacts or dealing between people, countries, etc.(Oxford Dictionary); the mutual dealings or connections of persons, groups, or nations in social, business, or diplomatic matters, international relation.(American Translation .2002 : Yahoo Education)

## 3. Officer

Officer is one who holds an office of authority or trust in an organization, such as a corporation or government.(Oxford Dictionary)

## 4. Guest Relation Officer

The whole meaning of Guest Relation Officer based on explanation above is an authority in hotel department that has connections or relation with someone (the guest) who come in to the hotel, restaurant, theater, etc.

## **CHAPTER III**

## **DISCUSSION**

## The facilities in Novotel Hotel Solo

As a four-starred hotel, Novotel Solo has supporting facilities and public area.

### Sport and Leisure facilities

#### a. Srikandi health Club

There are fitness center : Aerobic and Yoga class, Jogging track, Fitness equipment, out door Candra Kirana swimming poll, Candra Kirana pool bar.

#### b. My spa

There is Spa therapist with various massage therapists such as body treatments, facial, hair and nail care. There is also Sauna and Jacuzzi, steam room and reflexology lounge.

#### c. Dolfi kids Club

There are various playing equipments for children that can attract children and make them feel happy. There is also cooking class for children

## 2. Meeting Room

### a. The name of room and the capacity

Name of room	Large (M) <sup>2</sup>	Size (M) <sup>2</sup>	Cocktail	Theater style	Banquet style	Class
Borobudur I	240	16x15	330	260	190	140
Borobudur II	180	12x15	300	240	160	120
Borobudur III	180	12x15	300	240	160	120

Prambanan I	600	40x15	1000	800	500	400
Prambanan II	112,5	7,5x15	200	150	110	48
Prambanan III	112,5	7,5x15	200	150	110	48
Prambanan	225	15x15	400	350	240	120
Mendut	48	6x8	50	30	20	24

b. The price from meeting package

No	Coffee	Lunch	Dinner	Minimum price
1	1x			Rp. 15.000,00
2		1x		Rp. 40.000,00
3			1x	Rp. 45.000,00
4	1x	1x		Rp. 55.000,00
5	1x		1x	Rp. 60.000,00
6	2x	1x		Rp. 70.000,00
7	1x	1x	1x	Rp. 100.000,00
8	2x	1x	1x	Rp. 115.000,00

The meeting package includes standard sound system and microphone, OHP, screen and slide projector.

c. Table Manner course for minimum 30 peoples on various package in various price.

### 3. Food and Beverage facilities

#### a. Andrawina Restaurant International Food

Andrawina restaurant opens for 24 hours and offers various Indonesian and international menu. To attract the guest, Andrawina restaurant has some program such as: Szechuan live, Cooking Dinner, Balinese Buffet Dinner, Oriental BBQ Dinner and special event like Mother's Day, Candle Light Romantic Dinner, Gong Xi Fat Cai, etc.

#### b. Saraswati Bar

Saraswati Bar opens from 04.00 p.m-01.00 a.m. There are live music and event like Jazzy Tunes, Lotion night, Alternative Nation, Ska Party, etc.

c. Wine Shop “LA Café”

Wine Shop opens for 24 hours providing several brands of alcohol.

d. Sun Pastry and Deli Shop

Sun Pastry is located in lobby lounge, opens from 06.00 a.m-10.00 p.m provides various bread and cake.

e. Candra Kirana Pool Bar

Candra Kirana pool bar offers various fresh fruit juice and cocktail and also snack for the guests who stay and relaxing around the swimming poll.

4. Business Center Facilities

Business center opens from 07.00 a.m-11.00 p.m. Business center gives secretarial service, English- Indonesia translation service, Personal computer and printer, Internet connection, Wifi connection, Typewriter, Ticketing, reference Library, Massagers, facsimile, Courier service, rent car, rent movie and out going call.

5. Drugstore and Advantages Plus counter

Drugstore and Advantage Plus counter opens from 08.00 a.m - 11.00 p.m. Drugstore and Advantage Plus counter sells merchandise, post card, medicine, etc. Drugstore and Advantage plus counter also gives service for the guest to apply or revenue Advantage Plus membership, check in and check out process for Advantage Plus and VIP guest.

6. Medical Facilities

There is a clinic and a doctor. Novotel Solo has cooperation with PKU Muhammadiyah hospital. The guest also can get some medicine in Drugstore counter. The other facilities are ;

- a. SLI (out going international Call)
- b. multi channel television
- c. 24 hours room service
- d. minibar
- e. Radio alarm and individual controlled AC system
- f. Automatic wake up system
- g. Bath and Shower
- h. Safety Deposit Box in every rooms
- i. security key card lock
- j. in house Movie Channel
- k. Tea and coffee facilities
- l. Facsimile service
- m. Hair dryer in every rooms
- n. connecting room
- o. non Smoking room

## **B. Work Mechanism of Guest Relation Officer**

### a. General Work Mechanism of Guest Relation Officer

#### 1. General Duties

Guest Relation Officer is responsible of welcoming and maintaining the courteous relationship the guest with the hotel to help arranging activity during their stay.

## 2. Responsibilities and Means

Guest Relation Officer is responsible with the condition and the cleanliness of lobby hotel. Lobby is the prestigious of the hotel, which is the first impression when they enter to hotel. Warm welcome from the staff is to show professionalism and friendly service for the guest. Cleanliness and tidiness lobby area is a part of it. Maintaining good relation and take quick action there is a complaint.

## 3. Social and Staff Responsibilities

- a. Join the periodical Front Office meeting and expresses opinion and suggestions about the situation in hotel.
- b. Join the training program
- c. Welcoming the new employees and responsible of integrating them in the team.
- d. Responsible of being creative and producing solutions for the matters and offering them to assistant Front Office Manager.

## 4. Sales responsibilities

Guest Relation Officer must be aware that every kind of service means a sale at all, she gives the best service that she can do and encourages the other staff to do so.

## 5. Special responsibilities

Guest Relation Officer have special responsibilities, such as :

- a. to welcome all the guests with warm greet smiles, offer assistance, escort the guest to their room upon arrival, introduce the hotel facilities and special service, and inform the guest about interesting places in Solo.

- b. to welcome all group VIP guest, to have check in process, make sure that welcome drink is ready to serve to the guest, give the face towel to the guest if it is necessary, introduce herself to the tour leader or group organizer, get some information of next activities of the guest and their necessary such as: car arrangement, meal, wake up call, luggage down, breakfast, payment, and check out time.
- c. to bid farewell by asking or getting their comment during their stay, and not to forget to say, "Thank you for staying with us, we are looking forward for your next visit.
- d. to have a good coordination with other department concerned related to the guest service, such as :
  - 1. to check the reservation, ensuring all guests correspondence request are accorded.
  - 2. to check the Air Port for arrival and departure.
  - 3. to check Housekeeping to prepare the room amenities accordingly.
  - 4. to check Food and Beverage Department to prepare welcome drink and amenities of fruit basket.
  - 5. to check Bell Captain, to arrange drop or pick up the guest from Air Port or Train station.
  - 6. to check Business Center to prepare welcome letter.
- e. to take care of VIP guest, arrival time, welcome fruit, welcome drink, to do the room inspection, to make sure that the room is

ready, and ask the supervisor of Housekeeping to recheck the room that will be used for VIP guest.

- f. to take care of Executive Lounge, Guest Relation Officer must have :
  - 1 to prepare the guest list
  - 2 to prepare VIP requisition
  - 3 to inspect rooms : the room granted as free or dusty, no broken item, the carpet was vacuum, *sheer curtain* is free from cigarette burn, no wrinkle, clean and tidy, use air freshener for expected arrival.
  - 4 Good knowledge of all hotel service and product.
- g. to offer an assistance for waiting guest and to make sure that they are attended by staff promptly and courteously.
- h. to help the guest for any reserve of lunch or dinner.
- i. to handle any complaint promptly with the best manners and to refer to manager for assistance if the complaint can not be handled by Guest Relation Officer (GRO).
- j. to responsible for the quality cleanliness of lobby, executive lounge, floor and the room.
- k. to maintain the highest grooming standard, personal appearance and hygiene.

b. Guest Relation Officer (GRO) in Novotel Hotel Solo is divided in 2 sections.

- 1. Guest Relation Officer in Executive Lounge



Executive lounge is located in the seventh floor. There is executive lobby for the guest who has been staying in the executive floor. There are 12 rooms with executive king bed type and executive twin bed type. Executive lobby has been completed with several facilities.

a. Breakfast

Breakfast in executive lounge special for the guest who has stayed in executive room. Breakfast starts from 06.00 a.m-10.00 a.m with continental breakfast such as; bread and toast with butter, fruit basket, fresh juice, croissant, fresh milk and cereal, salad, coffee and tea.

b. Snack, Coffee and Tea service

There are several traditional snacks originally from Solo with free coffee and tea for 24 hours everyday.

c. Internet Access

There are two computers free for Internet access for executive guest for 24 hours.

d. Television Program

There is television program in executive lounge for the executive guest who wants to take a rest and enjoy a cup of coffee or tea.

e. GRO Counter Service

There is a small GRO counter in executive lounge to fulfill the necessities of VIP guest, give express check in and check out service, take the complaint and get conversation with the guest.

The interior of executive room same with the other room, but for reservation of executive room and VIP guest that has been reserved have executive procedure, such as ; preparation of welcome letter with fruit basket which has been put on the table and a pocket of flower into the room. There is also face towel that has been completed bath equipments; Air Conditioner (AC) and perfume for room make the situation feels fresh. There are several complimentary facilities in executive rooms.

- a. Continental breakfast for 2 peoples
- b. Snack, coffee and tea for 24 hours everyday
- c. Free fruit basket and fresh juice
- d. Free 2 glasses of soft drink
- e. Free newspaper
- f. Free Internet access

The Job description of Guest Relation Officer in Executive lounge

- a. Check the cleanliness of executive lounge, music, TV channel, Internet, printer, flower, newspaper, and flyer.
  - b. Prepare, set up and clear up breakfast
  - c. Perform check out process for VIP guest and executive guest
  - d. Check expected arrival and prepare welcome letter and also amenities request.
  - e. Make courtesy call for all expected the arrival and departure of guests
  - f. Make guest comment
  - g. Accompany the guest and make conversation, so that the guest feels comfortable and friendly.
2. Guest Relation Officer in Drugstore and Advantages Plus counter.

Drugstore and Advantages Plus counter is located in lobby floor. As drugstore counter, it provides various medicine and necessary things, merchandise such as: craft, post card, Batik material, map, Novotel merchandise such as: T-shirt, doll, hat, etc. As Advantage Plus counter, this counter provides check in and check out process for VIP and Advantages Plus guest, apply and revenue for Advantages Plus member.

Advantages Plus membership is a program from Accor International hotel to give more excellent service for the guest. To apply for Advantage Plus membership, the guest should pay Rp. 1.250.000,00 and for revenue the guest should pay 1.100.000,00 for one year.

If the guest apply for Advantage Plus membership they will got several of benefit.

a. Accommodation Offers

Complimentary accommodation certificate

Additional 10% off accommodation promotions

Complimentary late check out to 3 p.m.

Unlimited 50%discount on accommodation from the daily rack rates

10% off accommodation on rate of the day

Complimentary room upgrade

Advantage Newsletter with exclusive special offers

b. Dining Discount

25 % unlimited discount in all participating restaurant when dining alone

Up to 50% unlimited discount in all participating restaurant when dining with a guest

Unlimited 15% off beverages in Asia

c. Additional Membership benefit

One complimentary birthday cake

30% off all conference or banquet room rental

20% off in house laundry and valet services

20% off all business center services

15% off massage treatments

15% off fitness club membership

10% off all delicatessen purchases

Conditions to apply for Advantage Plus member

- a. Filling up applying Advantage Plus form
- b. Giving a copy of identity card
- c. Giving payment (cash, credit card, etc.)

The Job description of Guest Relation Officer in drugstore and Advantage Plus counter

- a. Check the cleanliness of the counter
- b. Check expected arrival for VIP and Advantage Plus guest
- c. Handle check in and check out process of VIP and Advantage Plus guests
- d. Make guest command
- e. Escort VIP and Advantage Plus guests
- f. Make relation and conversation with the guest in lobby

## **C. The Function of Guest Relation Officer as public relation in Novotel Solo**

1. As public relation, GRO has to know the background knowledge of Novotel Solo concerning the information about the facilities and public area in Novotel Solo and to make sure they will get the great service and feel comfortable during their stay in Novotel Solo
  - a. As GRO, they must know the behavior of the guest for great based promotion
  - b. They use salesmanship system for the interest of the guest
  - c. They offer the great room and make sure the guest will take the room with several technique
    1. Introducing hotel facilities, type and price of the room
    2. Presentation and Pricing  
Describing the room facilities that will be obtained by the guest and offer high price to make the guest think that the price is suitable with the condition of the room
    3. Handling Objection
    4. Offering the other type of room that is more suitable with the guest's need
    5. Closing the Sale  
Making sure that the offer agreement is success and doing registration with the guest
2. As public relation, GRO must have approach with the guest
  - a. Accepting the guest promptly with familiar manners to make the guest feel comfortable

- b. Introducing the facilities and public area in hotel to make the guest feel familiar
- c. Describing all of facilities in hotel and giving clear information about the hotel
- d. Giving help for the guest, answering the question from the guest
- e. Accompanying the guest and making conversation to make the great familiarity

3. Guest Relation Officer must have profile and qualification

a. Smile

Smile profile can make the guest feel “welcome” with fresh face and eyes.

b. Well groom and high sense of Performance

Good performance and appearance gives additional value to make the guest feel interest

c. Personal Hygiene

Personal hygiene is taking care the body cleanliness to make our selves feels comfortable in work

d. Self confidence

Self confidence is having high self confidence to make the guest sure if they want to get some information

e. Communication

Communication has to talk clearly to make the guest understand

f. Diplomacy

Diplomacy is understood what she must talk or not

g. Calmness

Calmness is good attitudes and be patient to handle carious situation

h. Good Manners

Good manner is have good behavior to appreciate all of people especially the guest in hotel

i. Physical Fitness

Physical fitness is taking care the body to do the good work

j. Good memory

Good memory is having good memory and can recognize the guest easily so the guest feels friendly and warm

## ***CHAPTER IV***

### **CONCLUSION AND SUGGESTION**

#### **A. CONCLUSION**

##### 1. Work Mechanism of Guest Relation Officer

###### a. General Work Mechanism of Guest Relation

###### 1. General Duties

GRO has responsible of welcoming the guest and maintaining the courteous relation with the hotel to help the guest during they stay in hotel.

2. Responsibilities and Means

GRO has responsible the cleanliness of GRO counter area.

3. Social and Staff Responsibilities

GRO has responsible to make good relation with the other staff in hotel

4. Sales Responsibilities

GRO must be aware that every kind of service means a sale at all, so she must gives the best service to the guest.

5. Special Responsibilities

GRO has responsible to fulfill the necessities and special requests from the guests during they stay in hotel

b. Guest Relation Officer in Novotel solo has been divided into 2 sections.

1. Guest Relation Officer in Executive lounge

Guest Relation Officer (GRO) in Executive lounge has function to handle the necessity of executive guest and VIP guest that stays in executive floor, describe the facilities given into the guest, take care the cleanliness executive lounge and make relation with the guest so that the guest feels comfortable.

2. Guest Relation Officer in Drugstore and Advantage Plus counter

Guest Relation officer in Drugstore and Advantages plus has function to handle check in and check out for VIP and Advantage plus guests, prepare the amenities and reconfirm



with House keeping and Engineer to make sure the room is ready to use, make courtesy call for arrival and departure of the guests, handle for applying and revenue for Advantage Plus membership.

## 2. The Function of Guest Relation Officer as Public relation in Novotel Solo

The important function of Guest Relation officer in Novotel Solo are making good relation and communication with all of the guests that stay in Novotel Solo especially with VIP guest. Guest Relation Officer must be a friend that helps all the necessary need of VIP guest so that the guest can feel comfortable to stay in Novotel Solo and make apologize letter from the hotel if there is unsatisfying service from the guest.

As public relation, GRO has know the background knowledge of Novotel Solo concerning the information about the facilities and public area in Novotel Solo and make sure that the guests will get the great service and fell comfortable during they stay in Novotel Solo

### **B. Suggestion**

After explaining the function of Guest Relation Officer in Novotel Solo, the writer gives recommendation to the guest Relation Officer as follows :

- a. having good attitude and good appearance when making relation with the guest
- b. increasing the qualification service to give the satisfaction for the hotel

- c. making good cooperation with the other departments to take care the cleanliness and preparing the amenities and the room for VIP and Advantage Plus guests.
- d. Mastering the background knowledge of the facilities and public area in Novotel Solo, knowing about all information about Solo city. These things are important to give the information for the guests about Solo city.

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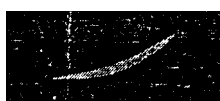
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# Appendices



NOVOTEL

Accor  
hotels

## NOVOTEL SOLO

### GUEST ITEMS AVAILABLE IN THE ROOM DAFTAR HAGA BARANG YANG BISA DIBELI TAMU

Dear Guest,  
The room amenities provided during your stay in Novotel Solo  
Should you wish to bring along please contact our Receptionist  
To help you based on the following list

*Tamu yang terhormat,  
Kelengkapan kamar kami sediakan selama Anda tinggal di Novotel Solo.  
Apabila Anda menghendaki, silahkan menghubungi Resepsionis kami untuk membantu  
anda  
Berdasarkan daftar berikut ini,*

No	Items	Charge (Rp)
1	Bath robe/kimono	250.000
2	Pool Towel	150.000
3	Bath Towel	95.000
4	Hand Towel	30.000
5	Bath Math	50.000
6	Face Towel	10.000
7	Novotel Clock	100.000
8	Copendium(Stationary holder)	70.000
9	Hotel Directory	75.000
10	Tefal(Pemanas air)	1.000.000
11	Tumber glass	10.000
12	Mug(cangkir)	40.000
13	Asthay	30.000
14	Tempat tissue kayu(Wooden Tissue Dispenser)	60.000
15	Tea spoon	5.000
16	Tea tray	90.000
17	Flower vase	75.000
18	Kain batik dekorasi bed(kecil)	60.000
19	Kain batik dekorasi bed(besar)	80.000
20	Candle Holder(Tempat lilin)	50.000

Have pleasant stay with us  
Semoga hari-hari Anda menyenangkan

---

#### Management Novotel Solo

Jl. Slamet Riyadi 272 Solo 57131 Central Java – Indonesia Tel : (0271)724555 Fax : (0271)724666  
Email : reservation@novotel solo.com Website : accorhotelshotels.com/asia

## **VIP CATEGORY**

### **VIP 1**

Who Are They?

1. President
2. Vice President
3. Minister
4. Chief of Parliament
5. Ambassador
6. Accor Owner
7. Accor GM or Accor DOP
8. Guest staying in suite room
9. Management's request

What They Get ?

ON Arrival

1. Fruit Basket for VIP 1
2. Salted Amuse Bouche
3. 2 Vase of flower
4. Special Welcome drink
5. Express C/I in the room by GRO
6. Vase with orchid in the bathroom
7. Welcome by GM/EAM or MOD

During The Stay

1. Turndown service during the stay
2. Turndown Cake for VIP 1 during the stay
3. Newspaper every morning
4. Express Check out on request

## **VIP 2**

### Who Are They ?

1. DPR RI/MPR Member
2. Governor/Mayor
3. General
4. National Artist / Public Figure
5. Owing company board of director
6. ACCOR head office Director
7. Guest Paying DM 1 or DM2 in Executive and Family Room
8. Director of top 20 of Corporate or Travel Novotel Supplier
9. Management's request

### What They Get

#### On Arrival

1. Fruit Basket For VIP 2
2. Salted Amuse Bouche
3. 2 Vase of flower
4. Special Welcome Drink
5. Express C/I in the room by GRO
6. Vase with orchid in the bathroom
7. Welcome by GM/EAM/MOD

#### During the stay

1. Turndown service during the stay
2. Turndown Cake for VIP 2 during the stay
3. Newspaper every morning
4. Express Check out on request

## **VIP 3**

### Who Are They?

1. 15<sup>th</sup> Repeater Guest or more
2. Guest Paying DM 1 or DM2 in Deluxe and Standard Room
3. GM of Non-Accor Hotel
4. HOD of Accor Hotel'

### What They Get

#### On Arrival

1. Fruit Basket for VIP3
2. Cake For VIP 2
3. 1 flower vase in the room

#### During their stay

1. Newspaper in the room
2. Free upgrade to next room category for repeater 40 times

## **Long Stay Guest Procedure**

### **Policy**

All Front office staff's must be aware with the Long Staying Guest arriving or leaving Novotel Solo and are able to provide the best service to retain and to create guest loyalty. A guest can be categorized as long Staying Guest when he or she stays for a minimum 15 consecutive night.

### **Arriving**

1. On daily basis, Front Office staffs have to check if there is a long staying guest arrival or not
2. If there is, Front Desk Staff has to block minimum 2 room corresponding to the guest request
3. All the long staying guest must be reserved as a VIP 3
4. Front Desk must assign the room early in the morning shift and inform to House Keeping accordingly
5. front Office put DNM sign in the billing instruction and ensure that the room block is not moved
6. Front office to inform about the arrival of the Long Staying guest to the management during the morning briefing.
7. Front Office Manager and Manager on Duty must welcome the Long Staying guest at the lobby upon arrival
8. The GRO has to do courtesy call after the guest check in to ensure that the room as well as the service meet the guest's expectation
9. On the weekly basis, the GRO has to send fruit basket to the guest and make a courtesy call to ensure that the guest is happy with all our service.
10. All the staffs have to make any effort to call the guest by name anytime the staffs meet the guest



## **Leaving**

1. The Front Office staff has to know the long staying guests leaving the hotel.
2. The Front Office Manager has to inform the management 1 day prior for the guest departure.
3. The Sales manager has to provide a hotel souvenir for the guest
4. On the departure, the Front Office staff has to ask the guest to fill in the guest comment and inform to MOD in case case of complaint.
5. The Front Office Manager, The Sales Manager and Room Division Manager has to farewell the guest upon departure

## **EXPRESS CHECK IN PROMOTION**

Dear Our Valued Guest,

Would you like to save some time?

Now As a return guest to Hotel Novotel Solo, we would like you to save you time by inviting you to join our EXPRESS CHECK-IN programme. It's our special service for people who stay with us regularly.

By enrolling in the EXPRESS CHECK -IN programme, each time you return to stay with us, there will be no need to complete any paperwork. Simply identify yourself by name to the reception clerk, and you will be handed your room key. It is that easy.

To join our EXPRESS CHECK-IN, simply complete the enclosed form and return it to our reception desk, or by mail or fax. This will ensure we have all your details exactly right.

We look forward to seeing you again soon!

Best Regards,

Management

## **EXPRESS CHECK IN LETTER**

Dear Valued Guest

Now as regular guest of Novotel Solo, we would like to save your time by inviting you to join our EXPRESS CHECK IN programme.

By joining the programme you will save your time, no need registration to be completed anymore upon check in, simply identify yourself to the reception clerk and get the room key.

To join our EXPRESS CHECK IN, kindly complete the form enclosed and return it to our reception desk, by email or fax. This will ensure we have all your details exactly right.

Thank you, we look forward to seeing you again at Novotel Solo.

Best Regards,

Management

**EXPRESS CHECK-IN ENROLMENT FORM**

*PERSONAL INFORMATION*

Title:..... Surname: ..... First Name:.....  
Company Name (If applicable):.....  
Company Address:.....  
Home Address.....  
Preferred Mailing Address: Home or Office  
Home Telephone No: ..... Office Telephone No:.....  
E-Mail Address.....  
Do you have an ACCOR membership Card: Yes or No  
If yes, Please advise which membership card you wish to use at Novotel:  
Name of Card:.....  
Membership No..... Valid:.....  
Preferred Newspaper.....

**Billing Information**

All charges relating to your stay will be automatically billed to your selected credit card.

Preferred Credit Card:.....  
Credit card No:..... Valid:.....

**OR**

All Charges relating to your stay will be charged to your company

Company Name :.....  
Company Address :..... Telp/Fax:.....

Written Guarantee Letter from the company must be provided prior to the arrival.

*AUTHORISATION*

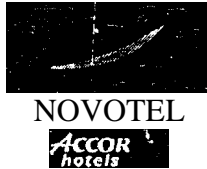
I confirm that by accepting the room key on each occasion at the commencement of a stay Hotel Novotel Solo, I will pay Hotel Novotel Solo the rate confirmed at the time of booking, together with any incidental charges incurred during the stay.

The authorization is valid from ..... to ..... 2007.

Signature :.....

Name :.....

Date .....



## **APPLYING ADVANTAGE PLUS MEMBER**

- **FILL UP APPLYING FORM COMPLETELY & GET SIGNATURE FROM GM**
- **GET FULL ADVANCE PAYMENT FROM THE GUEST (CASH OR CC)**
- **ISSUE TEMPORARY CARD & EXPLAIN THE USAGE**
  - **The guest may use complimentary voucher directly upon check in if he apply in the same hotel & the package must be sent to the same hotel as well.**
  - **Put validity of temporary card & stamp**
  - **Temporary card valid at all accor hotel (participating hotels)**
- **SEND THE APPLICATION TO ACCOR JAKARTA (UP. MS.JEANE) TOGETHER WITH THE COPY OF PAYMENT**
- **POST TRANSACTION INTO THE SYSTEM & PRINT IT**
- **MAKE A COPY TO BE FILLED AT FO ADV PLUS FOLDER**
- **SEND THE ORIGINAL PAPER TO ACCOUNTING WITH PAYMENT ATTACHED**

## **ADV PLUS ROOM RESERVATION / WALK IN**

- **COMPANY NAME: ADVANTAGE PLUS**
- **RATE CODE:**
  - **DAY FOR COMPLIMENTARY VOUCHER**
  - **D50 FOR 50% DISCOUNT**
- **PUT ADV PLUS NUMBER**
- **COPY ADV PLUS FOR WALK IN**



## **ADV PLUS CHECK IN PROCESS**

- ❖ **CHECK & RECONFIRM RESERVATION A DAY BEFORE ARRIVAL**
- ❖ **ASSIGN THE ROOM IN EARLY MORNING, NOTIFY SPECIAL REQUEST**
- ❖ **UPGRADE THE ROOM IF AVAILABLE**
- ❖ **ASK HK TO PREPARE THE ROOM (PRIORITY)**
- ❖ **PRINT RC & ROOM KEY**
- ❖ **PERFORM CHECK IN PROCESS AT ADV SPECIAL COUNTER**
- ❖ **EXPLAIN THE BENEFITS & FACILITY OF THE HOTEL**
- ❖ **GET THE COMPLIMENTARY VOUCHER FROM THE GUEST**
- ❖ **COPY THE CARD**

## **ADV PLUS REPORT**

- ❖ **PRINT ADV PLUS PRODUCTION FROM SYSTEM PER MONTH**
- ❖ **PUT IT INTO THE FORM PROVIDED BY ACCOR**

An C 41 -COR  
advantagePLUS

**HOTEL MEMBERSHIP SALES**

Mr.  
First Name(s) :  
Fami(v Name :  
Company :  
Position :

Mrs. Ms.

Address where you would like to receive the member package & further information/offers :

Tel : Fax :  
Mobile :  
Email :

I declare that the above information is correct and I understand that I shall receive my membership package in around 2 weeks.

Signature :

Date :

**FOR HOTEL USE ONLY**

Hotel registering :

Signature (GM) :

**Fax back this application to us on : 021-5744405  
Proof of payment (credit card slip or guest folio)**

Novotel Solo, 9 Desember 2006

Hal : **Check-Out Time**

Dear valued guests.

On behalf of Novotel Solo Management we thank you for staying at Novotel Solo, hopefully a wonderful experience will be part of yours.

Relating to room bookings we have for tomorrow arrival, we are kindly inform you that check out is 12:00 noon. Should you still have a business after the check out time, we are pleased to assist you to store your belongings at our luggage store at the lobby. To get an assistance please contact us at ext 3 (front office) or 134 (concierge).

Thank you for your attention, any inquiry or further assistance kindly contact our manager on duty at ext 133.

Best regards,

Robby. R

Front Office Manager



## **APOLOGIZE LETTER**

Novotel Solo April 23, 2007

Mr. Sakai  
Room No. 519  
Hotel Novotel Solo

Dear Mr. Sakai

On behalf of Novotel Solo management and staff, We would like to thank you for staying at Novotel Solo.

We herewith would like to express our sincere apology for inconvenience caused by the broken of telephone line and washtafel handle in your room this evening. If it is possible, we will change your room temporarily while we fix the problem. We consider this such case to ensure it will not happen again as well as to improve our service in the future.

We thank you for your attention and feedback; kindly let us know if we can deliver any assistance to you.

Yours faithfully.

Sarwanto  
**Manager on Duty**

## INVITATION

Dear Valued Guests,

Thank you for your support to Novotel Solo so far, and as our expression of having wonderful relations with you, herewith we are proud to invite you to join our sparking party which will be held as mentioned below :

Date : 16 November 2006  
Time : 19:00 - 21:00  
Venue : Novotel Solo New Swimming Pool  
Theme :

Nothing to be hoped beside your presence at the party.

Thank you in advance for your attention, we look forward to welcoming you out there.

Management

April 23, 2007

**TO WHOM IT MAY CONCERN**

This is to confirm that your client named Mrs. Nam Saleh, has not stayed at Novotel Solo because of fully booked of the hotel and there is no reservation from Dunia Wisata T&T.

Original voucher :

Check In : 25<sup>th</sup> November 06  
Check Out : 26<sup>th</sup> November 06  
No of Room : 01 Superior Room  
L.O.S : 01 Night  
VCH : 3636  
Agent : Indotour Tour & Travel

This letter is officially issued by Novotel Solo as a reference to be used accordingly.

Your faithfully,

Heru Prasetyanto

Duty Manager

Novotel Solo

Telephone : 0271 724 555

Facsimile : 0271 724 666

## BIZ FLOOR GOR

Morning : 06.00-14.00

Date :

TIME	TASK	DONE	REMARK
06.00-08.00	Grooming and emergency Amblem		
	Read Log book and Follow up		
	Check Cleanliness of Biz Floor,music,TV channel,internet,printer,flower,newspaper,flyer		
	Check cutleries & breakfast set up		
	Block the room for VIP,express ci,adv.plus		
	Check traces for GRO		
	Take reservation if any		
08.00-10.00			
	Stand by at adv.plus desk		
	Check cleanliness of adv plus counterr,flyer		
	Perform check out process for VIP &adv plus guest if any		
	Take reservation if any		
	Continue Block room for VIP,adv plus &express ci		
	Prepare welcome drink and ochibori		
10.00-11.00			
	Back the exe floor		
	Clear up the breakfast		
	Check EA & prepare additional VIP wallet,welcome letter & amnities request(if any)		
	Make courtesy call for all expected departure rooms		
	Grab guest comment from the guest & record it		
11.00-12.00			
	Break time		
12.00-13.00			
	Check exe floor first then replace operator to have a break		
13.00-14.00			
	Back to the exe floor		
	Fill up log book		
	Make guest comment report		
	Update profile		
	Make breakfast report		
	clean coffee maker,refill snack		
	Check condiment par stock		
	Hand over to middle lobby GRO		

Done By

Check By

Evaluated By

( GRO )

( Ass Mgr )

(FOM/AFOM)

### ADV PLUS LOBBY GRO

Afternoon : 14.00-22-00

Date : \_\_\_\_\_

TIME	TASK	DONE	REMARK
14.00-17.00	Grooming and emergency Amblem		
	Read Log book and Follow up		
	Check cleanlines of lobby & adv counter & drugstore		
	Check VIP & adv plus document		
	Check VIP & adv plus today expected arrival(time,special request,preference,birthday)		
	Check traces		
	Process VIP & adv plus check in		
	Take room reservation		
	Check and refill drugstore item		
	Follow up adv plus application		
	Check EA & prepare additional VIP amenities (if any)		
17.00-18.00			
	Break time		
18.00-20.00			
	Stand by at adv plus desk & do check in process		
	Make courtesy call for the arrivall guest & record it into		
	Check welcome drink & ochibori		
	Welcome and Eescort VIP 1 & 2(if any)		
	Welcome regular guest in lobby,serve WD/ochibori,Upsell outlets,promote adv plus		
20.00-22.00			
	Check & reconfirm arrival time of tommorow VIP,adv plus,&exp ci		
	Prepare VIP amenities,wallet,welcome card& key folder for tommorow arrival		
	Take reservation		
	Make adv plus production report(application & report)		
	Check situation oon exe floor		
	Update guest preferences & profile on system		
	Make welcome drink consume report		
	Write info into log book & hand over to afternoon ass.mgr		

Done By

Checked By

Evaluated By

( GRO)

(Ass.Mgr)

(FOM/AFOM)

