

WORKING AS A FRONT OFFICE ATTENDANT AT KUSUMA SAHID PRINCE HOTEL SOLO



FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English Diploma
Program, Faculty of Cultural Sciences, SebelasMaret University

by :

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APPROVAL OF CONSULTANT

Approved to be Examined before the Board of Examiners,

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MOTTO

- **THE DREAMS DON'T WORK UNLESS YOU DO**
(Puspita Idri Lugina)

DEDICATIONS

This final project report is dedicated to:

The Almighty, ALLAH SWT

My Beloved Father

My Beloved Mother

My Lovely Husband

My Lecturers

PREFACE

I would like to give thanks to ALLAH SWT and the Prophet Muhammad SAW who have given me their blessings in finishing this final project report to fulfill the requirement for obtaining a degree in English Diploma Program, Faculty of Cultural Sciences, SebelasMaret University.

I would also say thanks to my mother and my husband who always supported and encouraged me to write this final project entitled ***WORKING AS A FRONT OFFICE ATTENDANT AT KUSUMA SAHID PRINCE HOTEL SOLO.***

This final project represented my experiences as a trainee Receptionist in Front Office Department at KusumaSahid Prince Hotel. There were so many experiences I got, such as meeting up various persons, solving some problems in the department, handling some bookmarked room, replying many mails to the up part management, and many more. I found some improper things in Front Office Department especially the receptionists. Some of them could not speak English fluently. Therefore, I would like to discuss the improper thing that had been found.

This paper might be far from being perfect. I welcome suggestions and advices. Hopefully, it is able to give some knowledge to the readers.

Surakarta, 11-February 2016



Puspita Idri Lugina .

ACKNOWLEDGEMENT

All Praise is for ALLAH SWT for giving me more power to stand in His line and for guiding me to have the ideas used to fulfill the content of this final assignment. It is by the will of ALLAH SWT that had let me finished this final assignment.

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I do realize that this report is far from being perfect. I happily accept any constructive criticism from the readers

Surakarta, April 2016

ABSTRACT

PuspitaIdriLugina. 2016. WORKING AS A FRONT OFFICE ATTENDANT AT KUSUMA SAHID PRINCE HOTEL SOLO. English Diploma Program, Faculty of Cultural Sciences, SebelasMaret University.

This project report is based on my job training evaluation which was undertaken at KusumaSahid Prince Hotel Solo, a five star heritage hotel which is located on Jl. Sugiyopranoto no. 20, Surakarta near Mangkunegaran Palace. This palace is one of the heritage sites in Surakarta.

The objectives of this project report are to describe the Front Office Department of KusumaSahid Prince Hotel Solo, the activities at the Front Office Department especially as a trainee receptionist, and the crucial problem I found when I undertook the job training as a trainee receptionist. The crucial problem is about the English quality of Front Office Department especially the receptionist. I think that their English is poor. They can't communicate well when they get some foreign guests. They just could answer some yes or no questions. Therefore, several solutions are proposed to solve the problems such as hiring someone who has a good English quality to be a receptionist or giving some English training program to all receptionists in KusumaSahid Prince Hotel Solo.

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