

THE ROLES AND ACTIVITIES OF FRONT OFFICE DEPARTMENT AT THE ROYAL SURAKARTA HERITAGE HOTEL SOLO



FINAL PROJECT REPORT

**Submitted as Partial Requirement in Obtaining Degree in the English
Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University**

By:

Tri Anggono Cahyaningsih

C9312060

**ENGLISH DIPLOMA PROGRAM
FACULTY OF CULTURAL SCIENCES
SEBELAS MARET UNIVERSITY**

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APPROVAL OF SUPERVISOR
Approved to be examined before the Board of Examiners,
English Diploma Program, Faculty of Cultural Science
Sebelas Maret University

**Title : THE ROLES AND ACTIVITIES OF FRONT
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Name : Tri Anggono Cahyaningsih

NIM : C9312060


Supervisor

Drs. Agus Hari Wibowo, M.A., Ph.D.
NIP. 196708301993021001

APPROVAL OF THE BOARD OF EXAMINERS

Accepted and Approved by the Board of Examiners,
English Diploma Program, Faculty of Cultural Sciences
Sebelas Maret University

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Student's name : Tri Anggono Cahyaningsih

NIM : C9312060

Examination Date : January 20th 2015

The Board of Examiners:

Agus Dwi Priyanto, S.S.,M.CALL.
Chairpersons

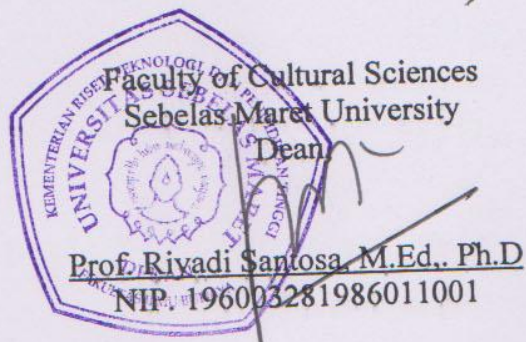
(.....)
NIP.197408182000121001

Ardianna Nuraeni, S.S.,M.Hum.
Secretary

(.....)
NIP.198209272008122001

Drs. Agus Hari Wibowo, M.A.,Ph.D
Main Examiner

(.....)
NIP.196708301993021001



MOTTOS

“Life is simple. When you take some chooses, then do not ever you regret it”

”God always know what we need and give it at the perfect time”

“Rejoice in Hope, Patient in Affliction, Faithful in Prayer”

(Romans 12 : 12)

DEDICATION

With all of my pleasure, I dedicate this final project to:

My beloved parents and brothers

My beloved girlfriend and friends

All people who assisted and supported me to finish my final project

PREFACE

First of all, I would like to offer my praise and gratitude to Jesus Christ for his abundant blessing so I can finish my final project report.

This final project is based from my Job Training experiences and activities in Front Office Department of The Royal Surakarta Heritage Hotel Solo entitled *The Roles and Activities of Front Office Department at The Royal Surakarta Heritage Hotel Solo*. In my Job Training I was running for three divisions; Concierge, Telephone Operator, and Reception (Night Audit) division.

This final project is written and submitted to fulfill the requirements in obtaining the English Diploma Degree. I realize that my final project report is not perfect, therefore I expect for criticisms and suggestions in order to make my final project better. Hopefully this final project report will be beneficial for readers.

Surakarta, January 20, 2016

Tri Anggono C

ACKNOWLEDGEMENT

First of all, I would like to give thanks to the Jesus Christ that I can finally finish my Final Project as a partial fulfillment of the requirements for Graduate Degree of English Diploma Program SebelasMaret University.

In doing this Final Project, I realize that my final project can not be accomplished without contributions, helps, suggestions, and comments from many people. Therefore, in this opportunity I would like to express my gratitude to:

1. **Prof. Riyadi Santosa, M.Ed, Ph.D** as the Dean of Faculty of Cultural Sciences SebelasMaret University for approving this report.
2. The head of English Diploma Program, **Agus Dwi P, S.S, M.CALL.** for his permission to write this final task.
3. The Final Task Supervisor, **Drs. Agus Hari Wibowo, M.A., Ph.D.**, who gave me encouragement, guidance, and valuable ideas for the completion of this final project.
4. My Academic Supervisor, **Karunia Purna Kusciati S.S., M.Si** for her guidance and support during my study.
5. The Front Office Manager of The Royal Surakarta Heritage Hotel Solo, **Weny Febriani**, who permits me to do the job training in Front Office Department.

6. The Concierge Supervisor **Dimas PrasetyoWicaksono**, for his guidance in Concierge division.
7. The Night Audit Supervisor **LilikArnadi**, for his guidance in Night Audit division.
8. The Front Office Supervisor **Farida Kusuma**, for her guidance in Telephone Operator division.
9. All employees in The Royal Surakarta Heritage Hotel Solo, who gave me such a wonderful welcome.
10. My beloved parents, my brothers, for their love and support to finish this final project.
11. All of people who support, guide and help me, I realize the final project has many weaknesses. However, I hope this report will be beneficial for all readers.

Neither me nor this Final Project are perfect except the Jesus Christ. However, I do hope that this Final Project will give useful contribution and idea to improve the English learning process.

Surakarta, January 20th 2016

Tri Anggono C.

ABSTRACT

Tri Anggono Cahyaningsih. 2015. The Roles and Activities of Front Office Department at The Royal Surakarta Heritage Hotel Solo. English Diploma Program. Faculty of Cultural Sciences, Sebelas Maret University.

This Final Project is based on my job training experiences and activities for six months, from the 2nd of February 2015 to the 02nd of August 2015 in the Front Office Department of The Royal Surakarta Heritage Hotel Solo. The objectives of my Final Project are to describe the roles and the activities, and to explain the problems of Front Office Department at The Royal Surakarta Heritage Hotel Solo. This Final Project also reveals the problems I faced during my job training in Front Office Department and the suggestions to solve them. During my job training, I had run three jobs: as a Concierge, a Telephone Operator, and a Reception (Night Audit) intern in Front Office Department.

In my Final Project, the techniques to collect data are joining the training program with the Front Office Manager, observation, and interview. I used training program with Front Office Manager to learn the roles and job descriptions or activities of Front Office Department. I used observation when I was on the field during my job training. The interviews were done with informants related to the objectives of my final project. After obtaining the data, I analyzed the data to reveal the problems faced by Front Office Department and to find out the suggestions of them.

The results of my final project report shows the roles of Front Office Department of The Royal Surakarta Heritage Hotel Solo. The Front Office Department has roles as a Hotel Representative, a Sales Person, a Information Center, a Record Keeper, and a Problems Solver. The activities of Front Office Department are divided into three divisions with different jobs and responsibilities: a) Reception (Night Audit) has to prepare for the receiving the guests, handling check-in and check-out process of the guests too. b) Concierge has to prepare for assisting the guests' requests, providing a driver and assistance for other department, and acting as tourist information center and providing the vehicle for the guests' requests. c) Telephone Operator has responsibilities for providing a courteous and professional services all times, keeping the guests' data in secret and making report to be sent to other department. Front Office Department has three problems: The lack of English spoken mastering, The limited motivations and entertaining activities for staffs, The lack of knowledge in using the supporting equipments. There are solutions to solve them: The hotel must hold English spoken club, give award or extra salary to employees who have good achievement, and hold a training program to improve the skill and knowledge in using the supporting equipments.

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