

TABLE OF CONTENTS

THE APPROVAL SHEET	i
INTELLECTUAL PROPERTY STATEMENT FORM.....	ii
THE IMPROVEMENT SHEET.....	iii
MOTTO AND DEDICATION	iv
ABSTRACT	v
<i>ABSTRAKSI</i>	vi
ACKNOWLEDGEMENTS.....	vii
TABLE OF CONTENTS	viii
LIST OF FIGURES.....	x
LIST OF APPENDICES	xi
LIST OF ABBREVIATIONS	xii
CHAPTER I INTRODUCTION	1
A. Background of The Research.....	1
B. The Question and Scope of The Research	1
C. The Objective and Significance of The Research.....	5
D. The Operational Definition	6
E. Research Methodology	7
F. The Systematization of The Paper.....	8
CHAPTER II THEORETICAL DESCRIPTION.....	9
A. Hotel	9
1. Definition of Hotel	9
2. Classification and Type of Hotel	10
3. Interdepartmental Communication in Hotel	17
4. Functions and Responsibility of Front Desk Agent.....	21
B. Responsibility	23
C. Research of Relevance	24

CHAPTER III COMPANY PROFILE	26
A. History of Grande Valore Hotel	26
B. Organization Structure of Grande Valore Hotel.....	30
C. Main Duties and Function	31
D. Vision, Mission, Motto and Core Values of Selaras Holding Group	34
E. Procedure at Grande Valore Hotel	36
CHAPTER IV REPORT OF OBSERVATIONS FINDINGS	39
A. Responsibility of Front Desk Agent	39
B. Observation Obstacles.....	52
C. Problem Solving	55
CHAPTER V CONCLUSION AND SUGGESTION	59
A. Conclusion	59
B. Suggestion.....	61
BIBLIOGRAPHY	63
APPENDICES	64
BIOGRAPHY	68