

**THE ROLES OF FRONT OFFICE STAFFS SERVICES TO CREATE
THE CUSTOMERS' SATISFACTION AT SENDANG SARI HOTEL
IN BATANG**

FINAL PAPER



By

Name : Trias Ning Puspitasari

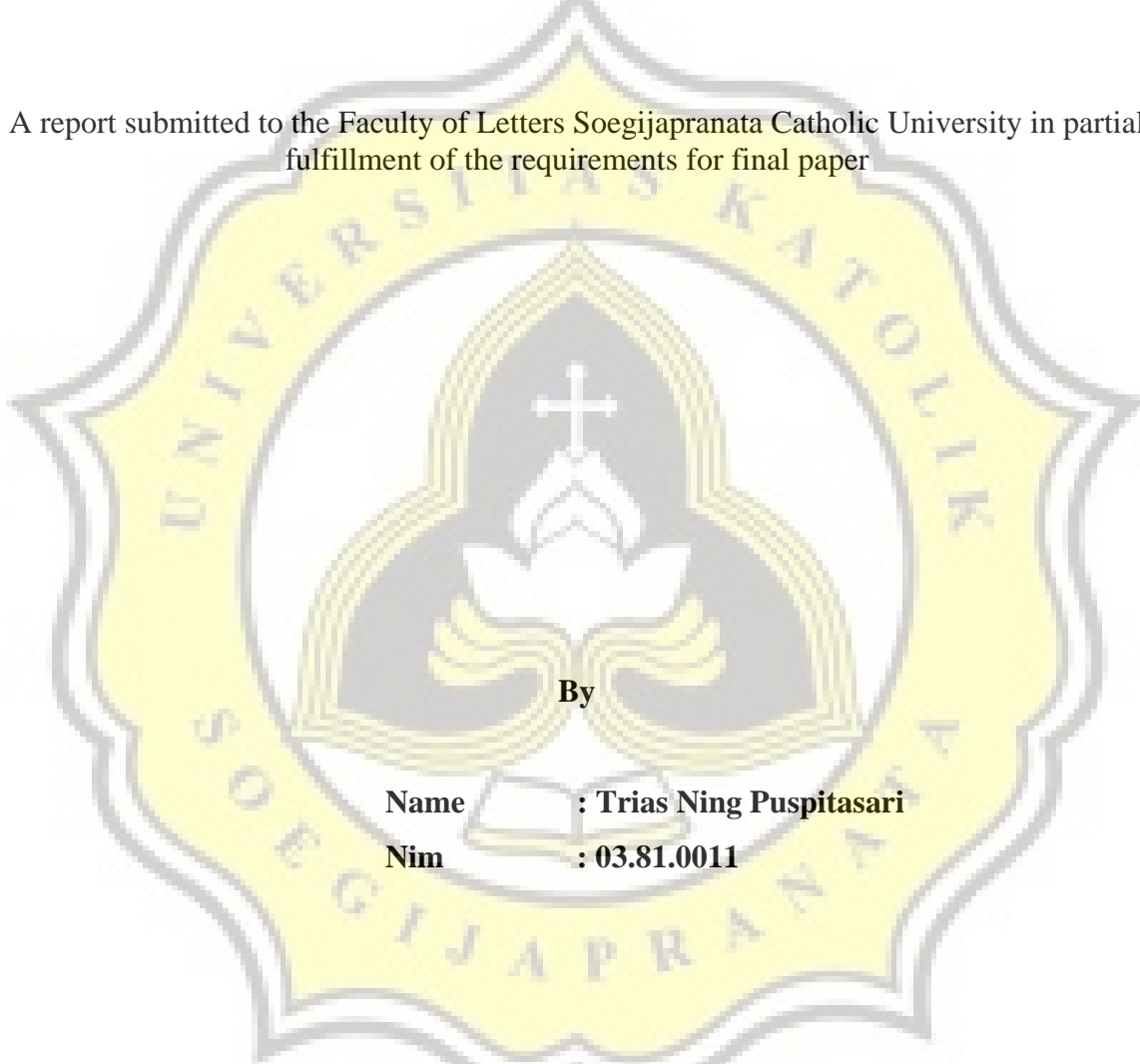
Nim : 03.81.0011

**DIPLOMA III PROGRAM IN ENGLISH LANGUAGE
FACULTY OF LETTERS
SOEGIJAPRANATA CATHOLIC UNIVERSITY
SEMARANG
2008**

**THE ROLES OF FRONT OFFICE STAFFS SERVICES TO CREATE THE
CUSTOMERS' SATISFACTION AT SENDANG SARI HOTEL IN
BATANG**

FINAL PAPER

A report submitted to the Faculty of Letters Soegijapranata Catholic University in partial fulfillment of the requirements for final paper



By

Name : Trias Ning Puspitasari

Nim : 03.81.0011

**DIPLOMA III PROGRAM IN ENGLISH LANGUAGE
FACULTY OF LETTERS
SOEGIJAPRANATA CATHOLIC UNIVERSITY
SEMARANG
2008**

FINAL PAPER APPROVAL

Name : TRIAS NING PUSPITASARI

NIM : 03.81.0011

Title : THE ROLES OF FRONT OFFICE STAFFS SERVICES TO
CREATE THE CUSTOMERS' SATISFACTION

Has finished her Final Paper and is approved to be presented in the Final Examination.

Semarang, 24 November 2008

Approved by,

EMILIA NINIK AYDAWATI, SP. MHum

Content Advisor

GM. ADHYANGGONO , SS. MA

Language Advisor

The paper was presented in front of the Board of Examiners at the Faculty of Letters,
Soegijapranata Catholic University Semarang.

Board of Examiners,

DRA. RM. SRI SURYANINGSIH, MA

First Examiner

GM. ADHYANGGONO, SS. MA

Second Examiner

EMILIA NINIK AYDAWATI, SP. MHum

Third Examiner

Approved by,

Dean

HENY HARTONO, SS. M.PD

ACKNOWLEDGEMENT

The writer wants to praise to the Lord whose Mercy and Guidance are always best owed to him that she could finish this Work Experience Report. It is written in partial fulfillment of Ahli Madya Degree in the Faculty of Letters, Soegijapranata Catholic University Semarang.

The writer would like to express a deepest gratitude to many people who have given their worthy time, idea, and helps to support him in completing this report:

1. Heni Hartono, SS., M.Pd., the Dean of Faculty of Letters Soegijapranata Catholic University Semarang.
2. Emilia Ninik Adyawati, SP., M.Hum., the content supervisor of this report.
3. G.M Adhyanggono, SS., MA., the language advisor of this report.
4. Mr. Gunawan Santoso, the owner of the Sendang Sari Hotel in Batang.
5. Mr. Zakharia, the manager of the Sendang Sari in Batang.
6. All staffs of the Sendang Sari Hotel.
7. All of the staff of Faculty of Letters Soegijapranata Catholic University.
8. My beloved parents and brothers thank you so much for everything, can not do anything without you all.
9. My special one who the best i ever have, thank you for always supporting me.
10. All my friends, Hilda, Yanti, Eki, Rere, Naning, Gendut, Anggo, Mourizz, and whom can not mentioned one by one
11. All my friends in the Faculty of Letters Soegijapranata Catholic University.

Finally, The writer expects that this work experience will be meaningful to the readers especially for the students of the Faculty of Letters Soegijapranata Catholic University Semarang.

Semarang, 5 November 2008



TABLE OF CONTENTS

TITLE	i
LIST OF APPROVAL	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
CHAPTER I : INTRODUCTION	1
1.1 Background of Choosing the Subject	1
1.2 Objective of the Study	2
1.3 Scope of the Study	2
1.4 Review of Literature	2
1.5 Method of Data Collection	7
CHAPTER II : COMPANY'S PROFILE	10
2.1 The Brief History of the Company	10
2.2 Structure of Organization of the Front Office Department at Sendang Sari Batang	11
CHAPTER III : DISCUSSION	14
3.1 The Activities of Front Office Staff in Serving the Guests	14
3.2 The Customers' Satisfaction toward the Front Office Departments' Service	15
3.3 The Roles of Front Office Staffs Service in Achieving the Customers' Satisfaction	20

CHAPTER IV : CLOSING	21
----------------------------	----

4.1 Conclusion	21
----------------------	----

4.2 Suggestion	21
----------------------	----

BIBLIOGRAPHY

APPENDIXES

