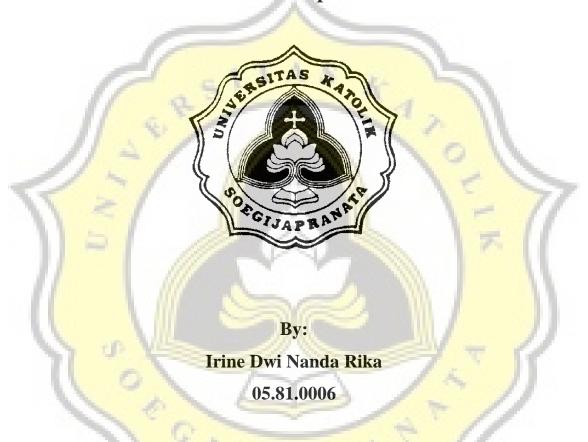
Customers' Satisfaction toward the Services and Facilities at Pandanaran Hotel Semarang

Final Paper



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

ACKNOWLEDGEMENT

First, the writer praises the lord whose mercy and blessing guide the writer to finish this paper.

Second, the writer would like to express her sincere gratitude to the following people who have supported and helped her, in finishing the Final Paper to fulfill the requirement of Diploma III Faculty of Letters, SOEGIJAPRANATA CHATOLIC UNIVERSITY

SEMARANG, entitled: "The roles of concierge in serving customers at Pandanaran Hotel"

The writer really thanks to:

- 1) Mrs. Henny Hartono, SS, M.Pd, the Dean of Faculty of letters of Soegijapranata Catholic University in Semarang.
- 2) Mrs.Emilia Ninik Aydawati, SP, M.Hum as the content Advisor of this report, for this correction, patience, and support in helping the writer finishing this Final Paper.
- 3) Mr. GM Adhyanggono, SS, MA as the Language Advisor of this report, for his patience, and support.
- 4) Mr.Samsul Huda and Mr.Djoko Mulyono as Personnel Manager and the staff of Pandanaran hotel Semarang.
- 5) Mr.Alit Nurwanto and Mr.Atin Juni Sapto Wibowo as Front Office Manager and assistant front office manager of Pandanaran Hotel Semarang for their support and suggestions.
- 6) All the staffs in the Front Office at Pandanaran hotel Semarang.
- 7) My Beloved family, especially for My Parents and My Parent-In-Law.
- 8) My Husband and My son (SINUNG) for the kindness, support and suggestion.

- 9) My best friend Henry, Memey, Viska, and my entire best friend in Faculty of Letters", thanks for everything.
- 10) The staffs in Administration of Faculty of Letters.

The writer realizes there are some weaknesses in this report. There fore, the writer invites critics and constructive suggestion. Hopefully, this writing will be useful for the readers.

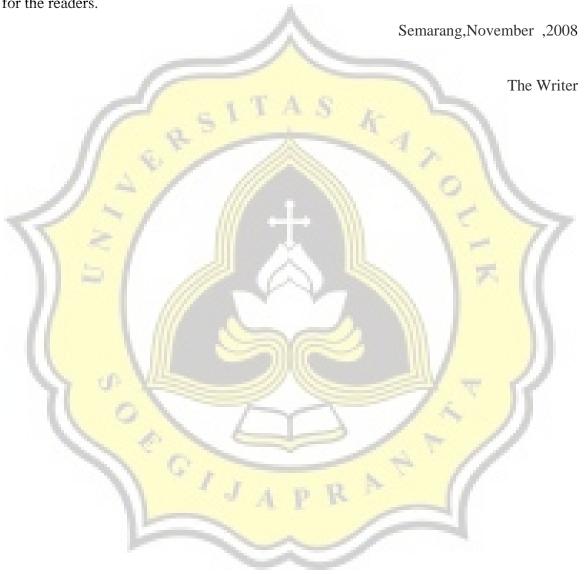


TABLE OF CONTENTS

TITLE i	
PAGE OF APPROVAL i	
ACKNOWL	.EDGMENT i
TABLE OF	CONTENTS v
	INTRODUCTION
I.I Intro	ductionduction
	ctive of the Study
1.3 Scop	e of the Study
	ew of Literature
1.4.1	Definition of Hotel
1.4.2	Definition of Customers' satisfaction
1.4.3	Achieving Customers' satisfaction
1.4.4	
1.4.5	Definition of Facilities
11	
1.5 Method	of Data Collection and Analysis
1.5.1	Location of the Study
1.5.2	Type of the Study
1.5.3	Type of the Study
11	
1.6 The Outl	ine of Final Paper
- / /	
CHAPTER 1	COMPANY'S PROFILE
2.1	The history of Pandanaran hotel Semarang
2.2	Organization Structure of Pandanaran hotel
- 11	Semarang
2.3	Job Description of the Front Office at Pandanaran hotel
	Semarang
CHAPTER 1	III ANALYSIS
3.1	Services at Pandanaran Hotel Semarang
3.2	Facilities at Pandanaran Hotel Semarang
3.3	Customers' satisfaction toward the Service at Pandanaran hotel
3.4	Customers' satisfaction toward the Facilities at Pandanaran hotel
CHAPTER 1	V CLOSING
4.1	Conclusion
4.2	Suggestion

BIBLIOGRAPHY APPENDIX