

TABLE OF CONTENTS

GRADUATING PAPER TITLE SHEET	i
LEMBAR PENGESAHAN	iii
STATEMENT OF ORIGINALITY	iv
ACKNOWLEDGMENT	v
INTISARI	vi
ABSTRACT	vii
LIST OF PICTURES	x
LIST OF CHARTS	xi
LIST OF TABLES	xii
LIST OF ABBREVIATIONS	xiii
CHAPTER 1. INTRODUCTION	1
1.1. Background of Study	1
1.2. Objectives of Study	2
1.3. Scope of Study	3
1.4. Method of Study	3
1.4.1. Method of Collecting the Data	3
1.4.2. Method of Analyzing the Data	3
1.4.3. Method of Presenting the Data	3
1.5. Presentation	4
CHAPTER 2. PROFILE OF HYATT REGENCY YOGYAKARTA	5
2.1. History	5
2.2. Vision and Mission	6
2.3. Logo	7
2.4. General Facilities	8
2.4.1. Concierge	8
2.4.2. Guest Services	9
2.4.3. Restaurant, Bar and Lounge	9
2.4.4. Banquet	13
2.4.6. Health and Recreational	14
2.4.7. Travel and Transportation	16
2.5. Hotel Organizational Structure	16
2.5.1. General Manager	16
2.5.2. Director of Finance	17
2.5.3. Director of Rooms	17
2.5.4. Director of Human Resources	17
2.5.5. Director of Food and Beverages	17
2.5.6. Executive Chef	17
2.5.7. Director of Sales	18
2.5.8. Director of Engineering	18
2.6. Front Office Department Structure	18
2.6.1. Front Office Manager (FOM)	19
2.6.2. Guest Experience Manager (GEM)	19
2.6.3. Assistant Front Office Manager (AFOM)	19
2.6.4. Assistant Manager Front Office (AsstMan FO)	19
2.6.5. Front Office Team Leader	19
2.6.6. Guest Services Team Leader	20
2.6.7. Bell Captain	20



UNIVERSITAS
GADJAH MADA

Comparative Study of Facilities and Services Between Standard Rooms and Regency Club Rooms in Hyatt

Regency Yogyakarta

DENI NOVIANTO S, Yohana Ika Harnita Sari, S.Pd., M.Hum.

Universitas Gadjah Mada, 2018 | Diunduh dari <http://etd.repository.ugm.ac.id/>

CHAPTER 3. COMPARISON OF FACILITIES AND SERVICES BETWEEN STANDARD ROOMS AND REGENCY CLUB ROOMS	22
3.1. Understanding the Market.....	22
3.2. The Importance of Customer Service	23
3.3. Guest Classifications.....	23
3.3.1. World of Hyatt	24
3.3.2. Hyatt Regency Yogyakarta VIP Codes.....	25
3.4. The Similarities and Differences of Facilities and Service for Standard Rooms and Regency Club Rooms	26
3.4.1. Reservation	26
3.4.2. Room Rates.....	26
3.4.3. Guest Rooms.....	27
3.4.4. Check-in and Check-out Procedures.....	31
3.4.5. Butler Service and Personal Assistant	32
3.4.6. Regency Club Lounge.....	33
3.4.7. VIP Cocktail.....	36
3.4.8. Additional Benefits	37
CHAPTER 4. CONCLUSION.....	39
WORKS CITED	41
APPENDIX 1 – LIST OF INFORMANTS	42
APPENDIX 2 – INTERNSHIP CERTIFICATE	43
APPENDIX 3 – CURRICULUM VITAE	44
APPENDIX 4 – LOG BOOK	45