



TABLE OF CONTENT

Graduating Paper Title Sheet.....	ii
Approval Sheet.....	iii
Statement of Originality	iv
Dedication Sheet.....	v
Intisari	vi
Abstract	vii
Acknowledgment.....	viii
List of pictures	xii
CHAPTER 1 INTRODUCTION.....	1
1.1 Background	1
1.2 Objective	3
1.3 Scope.....	3
1.4 Method of study.....	3
1.5 Presentations	4
CHAPTER 2 PROFILE OF CAVINTON HOTEL YOGYAKARTA	5
2.1 History.....	5
2.2 Vision, Mission & Logo	6
2.2.1 Vision	6
2.2.2 Mission	6
2.2.3 Logo.....	6
2.3 Facilities of Cavinton Hotel	7
2.3.1 Room	7
2.3.2 Restaurant	8
2.3.3 Swimming Pool.....	17
2.3.4 Meeting Room	9
2.3.5 Business Centre.....	9
2.3.6 Reception Desk 24 Hours	9
2.3.7 Other facilities.....	9



2.4 Sub Divisions at Cavinton Hotel.....	10
2.4.1 HRD Department	10
2.4.2 Accounting Department.....	10
2.4.3 Marketing Department.....	10
2.4.4 F&B Department	10
2.4.5 Engineering Department	11
2.4.6 IT Department	11
2.4.7 Housekeeping Department.....	11
2.4.8 Security Department.....	11
2.4.9 Front Office Department	12
2.5 Structure Organization.....	12
2.5.1 Corporate Owner	13
2.5.2 General Manager	13
2.5.3 Executive Secretary.....	13
2.5.4 Sales and Marketing	13
2.5.5 Duty Manager	13
2.5.6 Hotel Account	13
2.5.7 F&B Manager	13
2.5.8 Chief Engineer	13
2.5.9 Personnel Manager	14
2.5.10 Room Division Manager	14
2.5.11 Front Office Manager	14
2.5.12 Executive Housekeep	14
CHAPTER 3 THE WORKING SYSTEM OF RECEPTION AT CAVINTON HOTEL YOGYAKARTA	16
3.1 Front Office Department	16
3.1.1 Reservation	17
3.1.2 Concierge	17
3.1.3 Guest Relation Officer.....	18
3.1.4 Bellboy/Doorman	19



3.1.5 Reception/Guest Service Agent	20
3.2 Working System of Reception at Cavinton Hotel.....	21
3.2.1 Handling Check-In	21
3.2.1.1 Registration Form	22
3.2.1.2 Deposit Receipt Form.....	24
3.2.1.3 'A' Form.....	24
3.2.1.4 Extra Bed Form.....	26
3.2.2 Handling Room Changes	27
3.2.3 Handling VIP Treatment	28
3.2.4 Handling Miscellaneous	28
3.2.5 Handling Check Out.....	29
3.2.5.1 Mini Bar Form	29
3.2.5.2 Guest Comment Form	30
CHAPTER 4 CONCLUSIONS	32
APPENDICES:	
APPENDIX 1: LIST OF PICTURES	
APPENDIX 2: LIST OF INFORMANT	
APPENDIX 3: CURRICULUM VITAE	
APPENDIX 4: INTERNSHIP LOG BOOK	