

INTISARI

Tujuan penulisan Tugas Akhir ini adalah untuk mendeskripsikan profil Gajah Mada University Club (GMUC), serta tugas dan tanggung jawab *Front Officer* (FO) dan *Guest Relation Officer* (GRO) di GMUC. Penulis menggunakan beberapa metode untuk mengumpulkan data. Metode pertama yang digunakan adalah *participant observation* dan *direct observation* dengan melaksanakan magang di GMUC. Penulis juga mewawancarai beberapa staf di FO department. Selain itu, penulis juga menggunakan *library study* untuk mengumpulkan data pendukung dengan menggunakan buku dan sumber dari internet.

Dapat disimpulkan, GMUC merupakan hotel non-bintang yang memiliki beberapa departemen yang dibagi dalam *Sales and Marketing*, *Human Resources*, *Food and Beverage*, *Accounting*, *Engineering*, *Housekeeping* and *Front Office department*. Lebih spesifiknya *Front Office* department di GMUC terdiri dari beberapa sub-divisi yang terdiri dari *FO Coordinator/Supervisor*, *Receptionists*, dan *Bellboys*. Kemudian, *Sales and Marketing Department* terdiri dari *Sales Executives* dan *Guest Relation Officer* (GRO).

FO mempunyai tugas dan tanggung jawab untuk menyambut tamu, menangani reservasi, menerima telepon, menangani proses *check-in* dan *check-out*, dan menangani transaksi pembayaran. Selanjutnya, FO juga mempunyai tanggung jawab untuk menjaga hubungan baik dan memberikan kesan terbaik untuk tamu. Mereka juga harus menyediakan informasi untuk memenuhi kebutuhan tamu. GRO mempunyai tugas dan tanggung jawab untuk memastikan para tamu hotel mendapatkan layanan terbaik. Selain itu, GRO harus mengingat nama tamu VIP dan tamu reguler.

Keywords: UC UGM, *Front Officer*, GRO, tugas, tanggung jawab

ABSTRACT

This final paper aims to describe the profile of Gadjah Mada University Club (GMUC), and the duties and responsibilities of Front Officer and Guest Relation Officer (GRO) at GMUC. The writer uses several methods in order to collect the data. She does participant observation and direct observation by joining internship program at GMUC. In addition, the writer also interviewed several staff in FO department. Besides, the writer also did library study to collect supporting data by using books and internet sources.

GMUC is non-classified hotel that has several departments that are divided into Sales and Marketing, Human Resources, Food and Beverage, Accounting, Engineering, Housekeeping and Front Office department. More specifically Front Office department at GMUC has several sub-divisions that are divided into FO Coordinator/Supervisor, Receptionists, and Bellboys. Then, Sales and Marketing Department consist of Sales Executives and Guest Relation Officer (GRO).

Front Officer (FO) have duties and responsibilities to welcome guests, handle reservation, handle telephone, handle process check in and check out process, and handle financial transaction. Moreover, they are also responsible to maintain a good relation and give the best impression to guests. They should also provide any information to fulfill the guests' needs. GRO has duties and responsibilities to make sure all the hotel guests get the best services. Moreover, they should also remember VIP guests and regular guests.

Keywords: UC UGM, Front Officer, GRO, duties, responsibilities