

## ABSTRAK

Dalam tugas akhir ini penulis mengambil judul tugas *Guest Relation Officer* pada *Front Office Department* di Hotel Grand Dafam Signature Surabaya dengan tujuan untuk mengetahui bagaimanakah tugas *Guest Relation Officer* di Hotel Grand Dafam Signature Surabaya. Pengambilan data yang penulis lakukan adalah dengan pengamatan langsung di Hotel Grand Dafam Signature Surabaya. Dan hasil dari pengamatan bahwa tugas dari *guest relation officer* sudah dijalankan sesuai dengan standar operasional prosedur dari Hotel Grand Dafam Signature Surabaya.

Kata Kunci : *Guest Relation Officer, Front Office Department*

## **ABSTRACT**

*In this final project, the writer takes the title of Guest Relations Officer at the Front Office Department at the Grand Dafam Signature Hotel Surabaya with the aim of knowing how the duties of the Guest Relation Officer at the Grand Dafam Signature Hotel Surabaya. The author's data collection is by direct observation at the Grand Dafam Signature Hotel Surabaya. And the results of the observation that the duties of the guest relation officer have been carried out in accordance with the standard operating procedures of the Grand Dafam Signature Hotel Surabaya.*

*Key Words : Guest Relation Officer, Front Office Department*