

DAFTAR ISI

LEMBAR PENGESAHAN	i
TUGAS PERSETUJUAN	ii
KATA PENGANTAR	iii
PERNYATAAN	v
DAFTAR ISI	vi
DAFTAR TABEL	viii
DAFTAR GAMBAR	ix
DAFTAR LAMPIRAN	x
ABSTRACT	xi
ABSTRAK	xii
BAB I	1
PENDAHULUAN	1
A. Latar Belakang.....	1
B. Rumusan Masalah.....	3
C. Tujuan	3
D. Manfaat	4
BAB II	5
LANDASAN TEORI	5
A. Pengertian Hotel.....	5
D. Front Office Departement	9
E. <i>Room Rate</i> (Harga Kamar).....	12
BAB III	16
PEMBAHASAN	16
A. Tinjauan Umum	16
B. Pembahasan.....	34
C. Kendala Dan Solusi.....	47
BAB IV	49

PENUTUP	49
A. Kesimpulan	49
B. Saran	49
DAFTAR PUSTAKA	50
KARTU BIMBINGAN TUGAS AKHIR	51

DAFTAR TABEL

Tabel 3. 1 <i>Meeting Package</i>	26
Tabel 3. 2 Spesifikasi <i>Meeting Room</i> Antawirya.....	27
Tabel 3. 3 Spesifikasi <i>Meeting Room</i> Mangkunegara.....	28
Tabel 3. 4 Spesifikasi <i>Meeting Room</i> Prayogo	29
Tabel 3. 5 Spesifikasi <i>Hall</i>	30
Tabel 3. 6 <i>Publish Rate</i>	35
Tabel 3. 7 <i>Rate Plan Non – Corporate Rate</i>	42
Tabel 3. 8 <i>Selling Plan</i>	43
Tabel 3. 9 <i>Rate Plan Corporate Rate</i>	45

DAFTAR GAMBAR

Gambar 3. 1 Gedung Hotel Great Diponegoro Surabaya	16
Gambar 3. 2 Hotel Great Diponegoro Surabaya	17
Gambar 3. 3 Logo Hotel Great Diponegoro Surabaya.....	17
Gambar 3.4 <i>Superior Queen Size</i>	19
Gambar 3. 5 <i>Superior Twin size</i>	19
Gambar 3. 6 <i>Deluxe Twin size</i>	20
Gambar 3. 7 <i>Deluxe Queen size</i>	21
Gambar 3. 8 <i>Suite Room</i>	21
Gambar 3. 9 Ruang tamu <i>Suite Room</i>	21
Gambar 3. 10 <i>Zhang Restaurant (indoor)</i>	22
Gambar 3. 11 <i>Zhang Restaurant Balcony (outdoor)</i>	23
Gambar 3. 12 <i>Zhang Restaurant Kitchen</i>	23
Gambar 3. 13 <i>Level Up Sky Lounge (indoor)</i>	24
Gambar 3. 14 <i>Level Up Sky Lounge (indoor)</i>	24
<i>Gambar 3. 15 Level Up Sky Lounge Bar</i>	25
Gambar 3. 16 Antawirya.....	27
Gambar 3. 17 Mangkunegara.....	28
Gambar 3. 18 Prayogo	29
Gambar 3. 19 <i>Hall</i>	30
Gambar 3. 20 Struktur Organisasi <i>Front Office Department</i> Great Diponegoro Hotel Surabaya.....	31
Gambar 3. 21 <i>Publish Rate</i> Hotel Great Diponegoro Surabaya.....	35
Gambar 3. 22 <i>Website Mandira Abadi</i>	37
Gambar 3. 23 <i>Website KAHA Tour & Travel</i>	37
Gambar 3. 24 <i>Website Bayu Buana</i>	38
Gambar 3. 25 <i>Website Agoda</i>	39
Gambar 3. 26 <i>Website PegiPegi</i>	40
Gambar 3. 27 <i>Website Booking.com</i>	40
Gambar 3. 28 <i>Website Tiket.com</i>	41
Gambar 3. 29 <i>Website Traveloka</i>	41
Gambar 3. 30 <i>Website Expedia</i>	42

DAFTAR LAMPIRAN

Lampiran 1 Kartu Bimbingan Tugas Akhir	51
--	----