

**The Activities of Guest Relation Officer Staff
in Front Office Department of Santika Premiere Hotel
Gubeng Surabaya**

Nur Hafidhoh
English Study Program
Language, Communication and Tourism

ABSTRACT

Doing an internship program is something that has to be done by Politeknik Negeri Jember students. To become a good graduation of Politeknik Negeri Jember, the students can enter the industrial business as a professional worker. I did internship program at Santika Premiere Hotel for 3 months. Santika Premiere Hotel is a hotel situated in close to the center of Surabaya, as one of big cities in Indonesia. This is the reason why I chose Santika Premiere Hotel Santika Premiere as the place of conducting my internship program. During my internship program, I was placed in Guest Relation Officer Sections. These Sections was in front office department. As a staff of front office I did some duties such as responding guests comment and complaint, welcoming guest, giving special treatment to the guest, preparing the room and etc. Based on my experience, during my internship program, I applied my skills and knowledge that I got from Language, Communication and Tourism Department particularly in Speaking, Public Relation, Computer and English for Correspondence. Beside that I also got new knowledge such as discipline, responsible, solving problem etc,

Keywords: *Activities, Guest Relation Relation Staff, Santika Premiere Hotel*