

## BAB V

### PENUTUP

#### A. Kesimpulan

The Alana Yogyakarta Hotel and Convention Center merupakan salah satu hotel bintang 4 berskala internasional yang tergabung dalam *archipelago international*. Oleh karena itu, petugas *Guest Relation Officer* dituntut untuk *professional* dalam memberikan pelayanannya kepada tamu VIP. Berdasarkan hasil dari analisis penulis yang telah dipaparkan pada bab sebelumnya, penulis dapat mengambil kesimpulan:

1. Prosedur pelayanan *Guest Relation Officer* di The Alana Yogyakarta Hotel and Convention Center sudah dijalankan dengan baik sesuai dengan SOP yang berlaku di The Alana Yogyakarta Hotel & Convention Center.
2. Kendala yang dihadapi oleh petugas *Guest Relation Officer* di The Alana Yogyakarta Hotel and Convention Center ketika melayani tamu VIP kebanyakan bersumber dari petugas GRO itu sendiri yang diakibatkan adanya *misscommunication* antar rekan kerja GRO dan rekan kerja dari departemen lain.
3. Upaya yang dilakukan oleh petugas *Guest Relation Officer* di The Alana Yogyakarta Hotel and Convention Center dalam menghadapi kendala ketika melayani tamu VIP sudah cukup baik. Seorang GRO sudah berusaha mengupayakan agar tidak terjadi kendala yang sama di kemudian hari dengan *courtesy call* ke setiap kamar tamu.

## B. Saran

Berdasarkan kesimpulan diatas, penulis ingin memberikan beberapa saran yang mungkin bisa dijadikan bahan pertimbangan management hotel untuk memperbaiki kinerja seorang *Guest Relation Officer* dalam memberikan pelayanan kepada tamu VIP di The Alana Yogyakarta Hotel and Convention Center. Adapun saran yang bisa disampaikan oleh penulis sebagai berikut:

1. Perlu adanya peningkatan kerjasama dan komunikasi antar sesama rekan kerja *Guest Relation Officer* demi meningkatkan kualitas pelayanan kepada tamu VIP
2. Perlu adanya peningkatan kerja sama antara *Guest Relation Officer* dengan departemen lain yang bersangkutan dalam setiap kerjanya agar tidak terjadi kesalahpahaman maupun *misscommunication*

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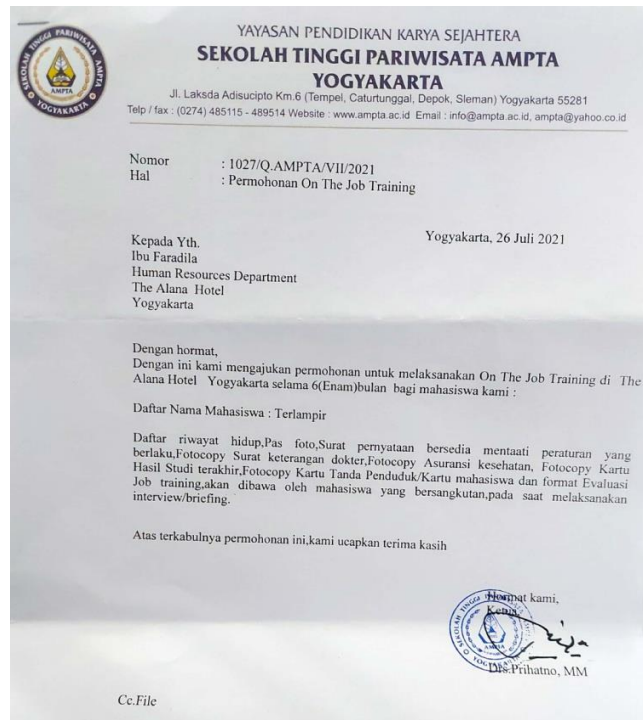
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## LAMPIRAN

### A. Lampiran Wajib



LAMPIRAN DAFTAR NAMA MAHASISWA

NO	NIM	NAMA MAHASISWA	PILIHAN DEP
1	119109554	Annizar Putri Amelia	Kitchen
2	119109558	Dewi Rahmawati	Kitchen
3	119109618	Dona Erike Mayang Putri	Pastry
4	119109620	Dwi oktaviona putri johan	pastry
5	119109615	Ajeng Sonya Citra Prasasti	Pastry
6	119109648	Anita Zahra	F&B Service
		Anita Rosmalia Ahmad	
7	119109647	Juliana	F&B Service
8	19109657	Dauglas Okto Rajas. N	Kitchen
9	11910962	Bilqisti Ambar Agustin	F&B Service
10	119109659	Feb AlduariNurbahar	Pastry
11	119109664	Lusiana Damayanti	Front Office
12	119109674	Satriyo Aji Pidekso .J	Kitchen
13	119109669	Moh Ali Makrus	Kitchen
14	119109670	Muhamad ikbal Z	Kitchen
15	119109667	Mercylia Dyah Saptary	Front Office
16	119109666	Mayang Dila Canesty	Front Office
17	119109646	Aloysius Gonzaga Juan P.	Kitchen
18	119109569	Marisa Ismawa	Kitchen
19	119109578	Ulifa Dining Rachmadita	Kitchen

Lampiran 1. Surat Pengantar Penelitian dari STP AMPTA

Dear Bapak Drs. Prihatno, MM,

*Salam hangat dari The Alana Hotel & Convention Center Yogyakarta.*

Selamat pagi,  
Berdasarkan hasil Interview OJT yang sudah dilakukan pada

Hari/tanggal : Selasa, 3 Agustus 2021.

Maka siswa atas nama :

1. Bilqisti Ambar Agustin (FBS)
2. Anita Rosmalia Ahmad Juliana (FBS)
3. Mayang Dila (FO)
4. Mercyia D.S (FO)
5. Muhamad Iqbal Z (FBP)
6. Dewi Rahmawati (FBP)
7. Annizar Putri A (FBP)
8. Uliifa Dining R (FBP)
9. Feb Alduari N (FBP)
10. Marisa Ismawa (FBP)
11. Douglas Okto R N (FBP)
12. Moh. Ali Makrus (FBP)
13. Satriyo Aji P J (FBP)

Dinyatakan DITERIMA OJT di Hotel Alana selama 6 bulan, untuk tanggal bergabung mulai dari tanggal 9 Agustus 2021.

Demikian yang dapat kami sampaikan, atas perhatian dan kerjasamanya kami ucapkan banyak terima kasih.

Regards,

Maria Florentina  
Human Resources Coordinator

The Alana Yogyakarta Hotel & Convention Center  
Jl. Palagan Tentara Pelajar KM 7  
Sleman - Yogyakarta 55581  
t : + 62 274 888 800  
e : [yogyakartahrc@alanahotels.com](mailto:yogyakartahrc@alanahotels.com)  
w : [www.alanahotels.com](http://www.alanahotels.com)  
w : [www.weddingyogyakarta.com](http://www.weddingyogyakarta.com)

## B. Lampiran lain yang diperlukan



**The Alana**  
BY ASTON

EVALUATION POINTS	1	2	3	4
	Do not meet expectation	Standard	Good	Outstanding
JOB KNOWLEDGE				3.51
QUANTITY OF WORK				3.51
QUALITY OF WORK				3.51
CHARACTER				3.51
PERSONALITY				3.51
COURTESY				3.51
PERSONAL APPEARANCE				3.51
ATTENDANCE			3.00	
SUB TOTAL			3.00	24.57
TOTAL SCORE	27.57			

Note: 28 - 32 : Excellent , 23 - 27 : Good , 18 - 22 : Meet Standard

Evaluated by :  
Erwin Prabawa  
Front Office Manager

Lampiran 3. Sertifikat dan Penilaian dari Tempat PKL

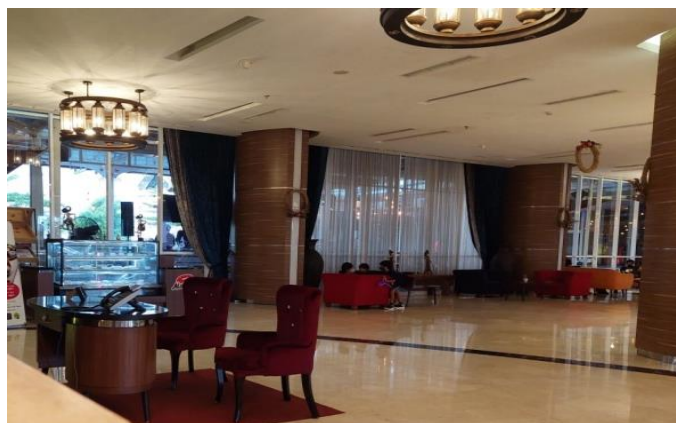
**FRONT OFFICE**  
Feb-22

NO	NAME	1	2	3	4	5	6	7	8	9
		tue	wed	thu	fri	sat	sun	mon	tue	wed
<b>MANAGER</b>										
1	ERWIN	OFF	M	M	M	OFF	OFF	M	M	M
2	RIDWAN	M5	A	A	OFF	M	M	A	N	OFF
3	INDRA	N	OFF	N	N	N	N	OFF	A	A
4	HENRY	A	N	OFF	A	A	A	N	OFF	N
<b>FRONT DESK AGENT</b>										
1	MARIA	M	M	M	OFF	M	M	M	M	M
2	BENNY	SL	OFF	M	A	A	OFF	N	N	A
3	RYAN	OFF	N	N	N	N	N	OFF	PH	N
4	ARMAND	N	OFF	A	A	A	A	OFF	A	M
5	AFINA	A	A	OFF	M	MD1	MD1	A	OFF	PH
<b>GUEST RELATION OFFICER</b>										
1	TRI	M	M	OFF	M	M	M	M	M	OFF
2	GURUH	MD1	A	A	MD1	OFF	A	A	A	A
<b>TRAINEE</b>										
1	Mercylia Dyah Saptary	MD1	M	M	M	M	OFF	A	A	OFF
2	Mayang Dila Canesty	OFF	A	A	OFF	A	M5	M	M	OFF
<b>CONCIERGE</b>										
1	YULIANTA	MD1	A	N	OFF	A	N	N	N	PH
2	MARDIYANTO	M	M	M	N	N	OFF	OFF	A	N
3	ARI	N	N	OFF	A	MD1	M5	A	OFF	A
4	RHAHMAD	OFF	OFF	A	MD1	M	M	M	M	OFF
5	ARIS	A	MD1	MD1	M	OFF	A	MD1	AL	M

Lampiran 4. Jadwal PKL



Lampiran 5. Area Kerja Reception



Lampiran 6. GRO Counter



**The Alana**  
HOTEL & CONVENTION CENTER - YOGYAKARTA  
BY ASTON

Jl. Palagan Tentara Pelajar KM 7  
Sleman - Yogyakarta 55581, Indonesia  
t : +62 274 888800  
e : yogyakarta@alanahotels.com

Come back soon...

KEMENTERIAN PUPR Mr., Ahmad Afandi

Room Number	: 1205
Room Rate	: 2
Adults/Child	: 2
Arrival Date	: 23/11/21
Departure Date	: 24/11/21
Payment	: Cash Basis
Bill No	: 155605 / 1

Date	Description/Voucher	Qty	RmNo	Amount
23/11/21	ROOM CHARGE	1	1205	750,000.00
			Balance	750,000.00

**The Alana**  
HOTEL & CONVENTION CENTER - YOGYAKARTA  
BY ASTON  
24 Nov 2021  
**PAID**

Our hotels support government programs to prevent illegal and immoral acts that violate Indonesian laws. Lawbreakers will be reported.

*I agree to remain personally liable for the payment of the account if the corporation or other third party billed fails to pay part or all of these charges. My signature is authorization for The Alana Hotel & Convention Center Yogyakarta to use credit card imprinted for the payment of these charges.*

Signature \_\_\_\_\_

Please check that you have not left any valuables in the in-room personal safe. Thank you for choosing to stay with us and we wish you pleasant onward journey.

Jl. Palagan Tentara Pelajar KM 7, Sleman - Yogyakarta 55581, Indonesia  
t : +62 274 888800  
e : yogyakarta@alanahotels.com  
- Page 1 -

### Lampiran 7. Guest Bill



### Lampiran 8. Tampilan Sistem VHP

VHP - Visual Hotel Program THE ALANA YOGYAKARTA HOTEL & CONVENTION (Yogyakarta) User: n/a

Extraded-Availability Design by Lnt. Print by Lnt. Exit

Room Availability by Category & Bed-Setup

	06/12	07/12	08/12	09/12	10/12	11/12	12/12	13/12	14/12	15/12	16/12	17/12	18/12	19/12	20/12	21/12	22/12	23/12	24/12	25/12	26/12
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
PRBQ	1	0	1	0	0	0	0	0	0	1	1	0	0	1	1	1	1	1	1	1	1
DLKT	22	0	0	18	19	10	0	1	-4	-4	-5	-6	-3	-2	19	18	20	22	21	20	18
DLKQ	33	0	0	0	0	-3	-22	20	31	27	24	-12	-7	17	26	27	30	30	23	16	20
DLKH	22	0	0	0	0	6	7	11	14	-1	6	21	21	-5	0	1	22	22	22	20	16
EXCT	10	0	1	4	7	7	0	4	8	0	0	10	9	9	10	10	10	10	10	10	10
EXCQ	11	0	0	1	0	0	7	10	11	9	9	9	10	6	7	8	11	11	11	10	10
EXCH	12	0	0	1	0	0	6	12	12	0	0	12	11	0	12	12	12	12	12	12	12
EXSQ	10	0	0	7	0	0	4	8	0	0	10	5	3	3	7	9	10	10	10	9	8
SPRQ	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DLKPT	55	0	1	39	6	-13	10	46	2	3	43	53	53	53	55	54	55	55	55	55	55
DLKPK	44	0	2	-1	-23	16	-2	19	8	8	10	-43	-60	-7	39	42	42	41	39	36	35
DLKPM	22	0	1	0	0	-3	-7	21	22	-27	-27	-46	-46	-1	20	20	22	22	22	22	22
DLKCP	6	0	0	1	0	0	2	5	5	6	6	6	6	6	6	6	6	6	6	6	6
DLKCH	16	0	1	1	-1	6	6	12	16	16	16	16	16	1	16	16	16	16	16	16	16
TOTAL ROOM	264	264	264	264	264	264	264	264	264	264	264	264	264	264	264	264	264	264	264	264	264
TOTAL OCC	264	257	193	256	238	253	95	139	226	171	239	251	183	46	40	11	6	9	24	39	26
TOTAL ODD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AVAILABLE	0	7	71	8	26	11	169	125	38	93	25	13	81	210	224	251	258	255	240	225	238
AVAIL In %	0.0	2.7	26.9	3.0	9.8	4.2	64.0	47.3	14.4	35.2	9.5	4.9	30.2	82.6	84.8	95.0	97.0	96.6	90.9	85.2	90.2
OCC In %	100.0	97.3	73.1	96.9	90.1	95.8	35.9	52.6	85.6	64.7	99.5	95.0	69.3	17.4	15.1	4.1	2.2	3.4	9.0	14.7	9.8
OVERBOOK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Extra Bed	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10

Even Date: 06/12/21 Include Tentative

Lampiran 9. Tampilan Room Availability

**The Alana**  
WELCOME – SELAMAT DATANG

LAST NAME : Firdaus Ronny, Mr.	FIRST NAME :	NO OF GUEST : 2 person(s)
ARRIVAL DATE : 01/12/2021 ETA : 00:00	DEPARTURE DATE : 03/12/2021 ETD : 00:00	MEMBERSHIP NUMBER :
HOME ADDRESS :	EMAIL :	
PASSPORT / ID NO & EXPIRED DATE :	NATIONALITY : INA	
MOBILE NO :	PAYMENT METHOD: Cash Basis	

**PLEASE NOTE**

- Check-in time starts at 2pm and Check-out time is 12noon
- The hotel will not be responsible for accident or injury to guests
- Cash payments or deposits can only be accepted in Indonesian Rupiah
- There is a 2 million Rupiah penalty for any guest found smoking and vaping in a non-smoking room.
- Bed Down is prohibited and 450,000 rupiah for penalty.
- Animals or Pet and strong smells food (ie. durian, bakso) are not allowed in Hotel areas.
- My signature is authorization for the hotel to use credit card imprinted for the payment of my account.
- I agree to receive e-mails from Archipelago International regarding my stay experience and exclusive benefits.

Our hotels support government programs to prevent illegal and immoral acts that violate Indonesian laws. Lawbreakers will be reported.

ROOM NO : 1807 TYPE OF ROOM :EXS / 1	SOURCE OF BOOKING: UNIVERSITAS INDONESIA, PURPOSE OF STAY : BUSINESS	ROOM RATE : 750,000.00
Checked in by <i>Maria</i>	Checked by	

Lampiran 10. Form Registration Card

**The Alana**  
HOTEL & RESORTS - SOORAMARTI BY ASTON

**INTER - DEPARTEMENTAL TRANSFER**

FROM : \_\_\_\_\_ NO : **07807**  
TO : \_\_\_\_\_  
Outlet : \_\_\_\_\_ DATE : \_\_\_\_\_

ACCT #	DESCRIPTION	QTY		COST/UNIT	TOTAL
		ORDER	ISSUE		

REMARK : \_\_\_\_\_

REQUEST BY \_\_\_\_\_ ISSUED BY \_\_\_\_\_ APPROVED BY \_\_\_\_\_

Department Head \_\_\_\_\_ Cost Controller \_\_\_\_\_

Distribution : White - Cost Control, Pink - Dept. Issued, Yellow - Dept. Received

Lampiran 11. Form Inter – Departemental Transfer

**The Alana**  
HOTEL & RESORTS - SOORAMARTI BY ASTON

**LOST & FOUND**

NO : 009527

Guest Name: \_\_\_\_\_

Room No. Location: \_\_\_\_\_ Date: \_\_\_\_\_

Description of Article: \_\_\_\_\_

Time Found: \_\_\_\_\_ AM/PM

Action s Taken to Dispose/Store/Return the Article(s): \_\_\_\_\_

Founded by: \_\_\_\_\_

Housekeeper's Signature/Approval: \_\_\_\_\_

Distribution : White, Pink, Yellow

**The Alana**  
HOTEL & RESORTS - SOORAMARTI BY ASTON

**LOST & FOUND CLAIMANT'S**

NO : 002048

CLAIMANT'S NAME \_\_\_\_\_

ADDRESS / PHONE NO. \_\_\_\_\_

DATE / TIME \_\_\_\_\_

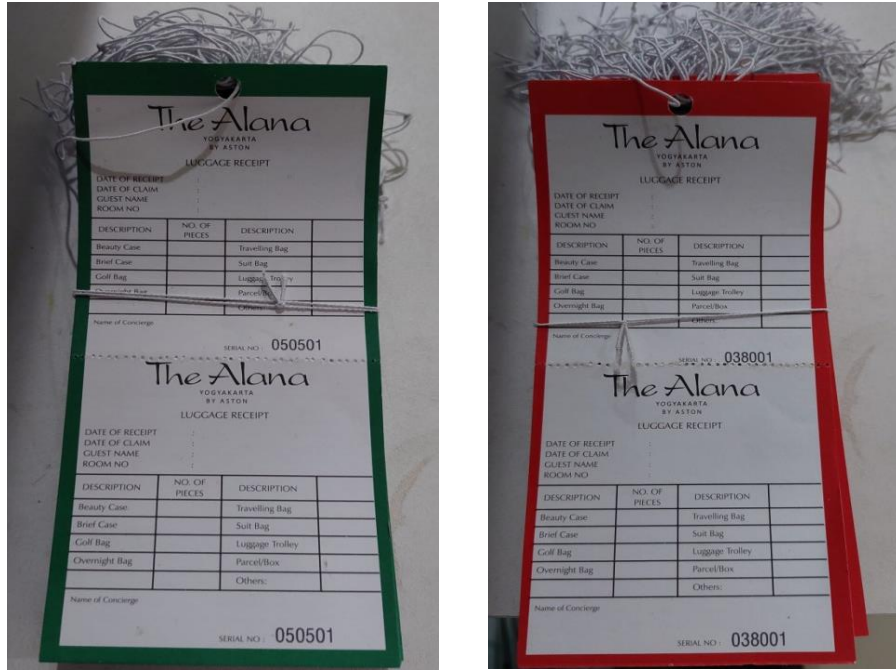
IDENTITY CARD \_\_\_\_\_

ARTICLES \_\_\_\_\_

DELIVERED BY \_\_\_\_\_ WITNESS BY \_\_\_\_\_ RECEIVED BY \_\_\_\_\_

Distribution : White - Housekeeping Blue Claimant

Lampiran 12. Form Lost and Found dan Lost and Found Claimt's



Lampiran 13. Luggage Tag Green & Luggage Tag Red



Lampiran 14. Key Jacket



VIP I (Apel 2 buah)



VIP II (Apel 3 buah)



VIP III (Buah Lengkap & Cuteleries)



VIP III Custom (Buah Panda, Donut dan *Cuteleries*)

Lampiran 15. Fruit Basket Tamu VIP

**DOKUMENTASI FOTO**

Lampiran 16. Dokumentasi Kejutan Ulang Tahun Tamu dari GRO



Lampiran 17. Dokumentasi Foto Bersama Staff Front Office