

**THE SERVICE GIVEN BY CONCIERGE SECTION STAFF AT THE
ARYADUTA HOTEL AND CONVENTION CENTER PALEMBANG**



FINAL REPORT

**This report is written to fulfill the requirement of final report subject at State
Polytechnic of Sriwijaya**

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STATE POLYTECHNIC OF SRIWIJAYA

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THE SERVICE GIVEN BY CONCIERGE SECTION STAFF AT THE
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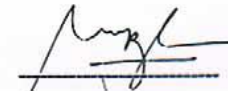
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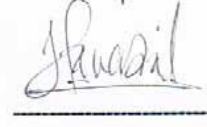
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The Writer

PREFACE

First of all, the writer would like to say thanks to Allah SWT for the blessing the writer, so that the writer can finish the Final Report entitled “The Service Given by Concierge Section Staff at The Aryaduta Hotel and Convention Center Palembang”. This report is written to fulfill the requirement that must be taken in English Department, State Polytechnic of Sriwijaya. This report has been created since March until May 2015. On this occasion, the writer expresses the appreciation to all those who have been involve in the making process of this report, which the writer cannot mention one by one. The writer realize that this final report is still far from being perfect, both of materials and presentation techniques, the lack of knowledge and experience of the writer. Therefore, the writer needs suggestion or comment from all readers. Finally, the writer expects that this report can give advantages and usefulness for the students of English Department at State Polytechnic of Sriwijaya.

Palembang, June 2015

The writer

ABSTRACT

“The Service Given by Concierge Section Staff at The Aryaduta Hotel and Convention Center Palembang”

(M Dian Armanda Ersyad, 2015)

The title of this report is “The Service Given by Concierge Section Staff at The Aryaduta Hotel and Convention Center Palembang” The problem of this study was how is the services given by concierge section staff at The Aryaduta Hotel and Convention Center Palembang? The purpose of this study is to identify how the service is given by the concierge section staff at front office department of The Aryaduta Hotel and Convention Center Palembang. It was qualitative method. The data were collected by observation concierge section staff at front office department of The Aryaduta Hotel and Convention Center Palembang and interviews the staff about the service given to the guest. From the data, the writer compared the result of observation and interview then the writer described the data and made an analysis. Based on the analysis, the writer found some the differences of the service given by concierge section staff compares with standard operational procedure and theory. But, it is mostly caused by the condition of the hotel and situation at the time which does not give any big problem for the hotel and the writer take the conclusion from data analysis for this final report.

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Interview Sheets
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