

CHAPTER IV

CONCLUSION

The writer was on the job training from November 27th, 2015 to February 29th, 2016 as a GSA (Guest Service Attendant) in Artotel Surabaya, a three star hotel with their unique concept. This hotel is at Jalan Dr. Soetomo 79-81, Surabaya. Was established in 2012, this hotel is one of the three hotels in Indonesia managed by Artotel Indonesia.

The writer had a job as a GSA or Front Officer with nine hours of working time every shift. One hour during one shift is for break time for lunch or dinner and pray . The writer was to be able to receive guests and do check-in / checkout procedure as standard. Handling guests' requests for finding a tour package or travel ticket was one of the writer's job descriptions. The writer was also working with official correspondence, such as write a letter for Room Division Manager's needs, write an announcement letter for guest, and reply official letter.

From this job training, the writer has learned more about discipline, the writer had to come on time during her working time. Communicate with people from various backgrounds also was learned by the writer during the job training. The writer had to learn the dialect and the special culture of people. The writer was also needed to adapt to a workplace that contain varying people in there.