

## **CHAPTER IV**

### **CONCLUSION**

The hotel is a building or a place that provides lodging, food and beverage services as well as other facilities such as a meeting hall. Hotels belong to companies that require a lot of capital as well as many workers as well. In the hospitality business this form of business is different from other business, where the business provides a service for 24 hours a day. And also the service to the guests / customers is the most important thing.

One of them is Ibis Surabaya City Center Hotel. In the modern era today the development of the world of hospitality in Indonesia, especially in Surabaya experienced a very rapid development. Ibis Surabaya City Center Hotel presents the best service for every guest who wants to stay overnight. And also one of the best three star hotels in Surabaya. The hotel wants to always be the best in Surabaya even though today many new hotels are popping up.

With an internship at Ibis Surabaya City Center Hotel for two months the writer gets much experience about the hospitality business. The experience in the front office about services for hotel guests, reservations and obligations while working is never forgotten. Although only as an apprentice but the hotel told to work optimally and did not waste the opportunity. The most important thing for the writer is every service in a company, especially in the hotel is the most

important thing because that is what will give good reputation for Ibis Surabaya City Center Hotel.