

The first is about the customer service staffs who are at Ibis hotel. Customer service staff role in facing guest in the hotel, give service, face complaint, etc. Performing a role as customer service staff at Ibis Hotel is not easy for the writer in the internship, because it must deal directly with guest and provide services through communication. The writer often gets the problem, one of which is when the writer gets guest who is angry and cannot be in the calm. To overcome the writer learns from customer service staff at Ibis Hotel to improve the science of facing angry guest, and always learn to face guest to improve ability.

The second is about the strategy undertaken by customer service staff at Ibis Hotel to solve all problems or complaints from a guest. The strategy is very important to do because to improve the quality of Ibis Hotel and the guest get service satisfaction. The strategy applied by customer service staff at Ibis Hotel can improve mistakes, improve service quality, maintain credibility, and evaluate performance.