

CHAPTER I

INTRODUCTION

A. Background of the Study

Bandung is one of Indonesian most charming, happening cities, and rich in history and known for its stunning architecture. Regardless of the reasons of visiting the city, many tourists choose to stay at hotels especially the unique ones to create memorable stories.

One of the unique hotels in Bandung is Green Hill Universal Hotel (henceforth, GHUH). GHUH is a new hotel which adopts a Renaissance model. The source from website [Oracle Education Foundation](#) states that renaissance architecture is the impressiveness of gothic architecture that began at the end of the 14th century which interested in idea and culture of ancient Greece and Rome. GHUH has a magnificent lobby which is decorated with Renaissance pictures, Renaissance bedding, unique interior, modern amenities, and signature service style. All of these are done to invite guest to feel the past and enjoy the exciting present. This is why I choose the renaissance GHUH as a place to do my internship.

Another reasons of choosing this hotel is because the occupation rate of the foreigners in GHUH is high, which means the hotel receives lot of foreigners. I knew about this when I had my interview. I also asked the general information about the hotel for my basic knowledge about hotel, especially about the interesting architecture.

I worked in that hotel for about three months as a Guest Relation Officer (henceforth, GRO). Basically, a GRO should perform as liaison officer who has the main function to talk with and give information about all basic departments of the hotel to the guests. She or he has to initiate variety of responsibilities to cover many of the hotel's facilities and services. Below are some explanations of my main duties as a GRO. First, I have to prepare and report to Room Service department about the coming guests list in that day and arrange the fruit basket for compliment to the guest. Second, I have to arrange cake orders and prepare Birthday and Anniversary Cards as applicable to the guests. Third, I have to greet and escort the guests with priority of VIP's, to provide comprehensive guest services including local information, and to build up a good relationship between the hotel staff and the long staying guests. Fourth, I have to check and to set up suite room guests and any other VIP amenities like fruit basket and bar set ups.

As a GRO, I learn a lot of things and one of them is how to deal with guests. Every guest has a different characteristic and personality. Some guests can be uncomfortable sometimes, talkative, and temperamental. In this case, the most challenging guest to handle is

the temperamental one. It was hard because first of all I did not have enough experience on how to face this kind of person. Moreover, GHUH did not give me proper training to handle such guests.

From the above explanation I want to find out more on how to handle temperamental guests because this is the real situation that I often face during my apprenticeship there. The topic that I choose for my term paper is "Handling Temperamental Guests of G.H Universal Hotel".

B. Identification of the Problem

The problems that I want to analyze are:

1. What are the effective ways to handle temperamental guests in GHUH?
2. Why is it important to handle such guests effectively?

C. Objectives and Benefits of the Study

The objective of the study is to solve the problem of handling temperamental guests by finding the best solution based on my experiences. The benefits that I get are first, I can handle temperamental guests in hotel in a better way, and second, share this to others, especially those who are interested in the hospitality area. What I meant by hospitality in this paper is a kindness in welcoming strangers or guests.

Moreover, G.H Universal and readers can get the benefits too. The

readers can increase their information on handling such guests. As for the hotel, especially its GRO staff, they will have some information about handling temperamental guests. By knowing it, they would be able to handle such guests effectively. On top of that, the staff can give good services which in turn can make the guests feel satisfied and have a good vision about the hotel. Having the positive feeling, the guest is expected to visit or come back to the hotel.

D. Description of the Institution

G. H Universal is one of the 5 stars hotels in Bandung. This hotel is unique because of its renaissance architecture. GHUH is located at Jalan Setiabudhi 376, Bandung. This hotel was built in 2008 in a 14.500 m² area and the building area is about 2.500 m² per floor. In its early operation, the hotel only sells the first floor, and will hold the soft opening by the end of 2009.

G.H Universal Hotel offers customer services of renting rooms, renting a place like, the Ballroom, the Chapel, the Restaurant, and the Spa. It accommodates a hundred and four (104) rooms, consisting of 53 standard rooms, 20 deluxe king rooms, 18 deluxe double queen rooms, one honeymoon suite room, 2 governor suite rooms and one presidential room.

E. Method of the Study

To write this term paper I did research at GHUH and browsed the

internet. I did my internship there for about 20 days. I also borrowed books from NHI University library to complete my data.

Everyday I wrote a journal about things that I had done in the hotel, my experiences, and knowledge that I got while working. The journal also accommodated the feedback from my managers and the trouble that I got with the solution. I also read books that were related to the front office, hospitality at front office and guest relation officer.

F. Limitation of the Study

I only focus my research in the area of Front Office department where I worked as a Guest Relation Officer. The specific location is at hotel's lobby and sometimes at the guest's room. I worked 6 days in a week from 09.00 AM to 05.00 PM.

G. Organization of the Term Paper

I divide my term paper into four chapters. The first chapter is Introduction. In this part I will explain about the Background of the Study and the problem. The second chapter is Problem Analysis, and I will explain about the problem that I have while I work as GRO at G.H Universal Hotel by presenting the causes and the effects. The third chapter is Potential Solution. In this chapter, I will explain the potential solutions that I think are suitable for the problem that I found in hotel. Then the last chapter is Conclusion. I will choose the best solution and explain why it is suitable for the problem.