

## ACKNOWLEDGEMENT

This term paper is submitted to the D-three Programme for English at the Faculty of Letters, Maranatha Christian University, as a partial requirement assessment of the entire programme. It is also written to put into practice the knowledge of the importance of hospitality for front office staff, in a hotel. I propose to analyze **How the Front Office Staff's Hospitality Influences the Image of Guci Hotel** based on theories and observation during my apprenticeship in this hotel.

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