

**THE ETHICS OF FRONT OFFICE PERSONNEL
AT SRONDOL INDAH HOTEL SEMARANG**

PAPER

**Presented in partial fulfillment of the requirement
for the completion of Diploma III Program
of English Language Department
specialized in tourism**



by:
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**FACULTY OF LANGUAGES AND LETTERS
DIAN NUSWANTORO UNIVERSITY
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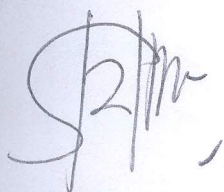
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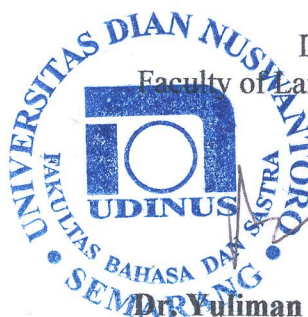
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ABSTRACT

This paper entitled "The Ethics of Front Office Personnel at Spondol Indah Hotel Semarang", is the result of field study conducted for one month (26 January- 29 February) at Spondol Indah Hotel Semarang. This study is aimed at describing the procedure of ethics in front office personnel to give good service.

The data of this study were collected by using interview, observation, and library research was conducted to get information by read books connected with the problem. The interview method was conducted to get information about how to receive and serve he guest well in the hotel. The observation method was aimed at understanding the activities work employees.

From the data analysis, it can be concluded that the ethics of front office personnel at Spondol Indah Hotel Semarang includes:

Ethics of Receptionist service includes

- a. Smile
- b. Polite appearance
- c. Body language
- d. Hospitality and friendliness
- e. Personality

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