

ABSTRACT

This research aims to identify and analyze the role of a Guest Relation Officer (GRO) at the Hyatt Regency Yogyakarta . In a hotel there are various departments to carry out operations in gave the service to guests . One is the Front Office department where the function is very important that the first place where guests will be registered for the first time coming (check-in) and also at the time where guests will be departure (check -out) . Front Office also be a part of relational between guest with the hotel management itself . For the role of an employee of the Front Office notably Guest Relation Officer (GRO) is needed to produce a good quality service .

Keyword : *Guest RelationOfficer (GRO), Front Office*

