

## ABSTRACT

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*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*

