

DAFTAR GAMBAR

Gambar 2. 1 Struktur Organisasi Hotel.....	14
Gambar 2. 2 Kerangka Berpikir.....	34
Gambar 4. 1 Struktur Organisasi Nilai Springs Resort Hotel Malaysia	45
Gambar 4. 2 Struktur Organisasi Front Office Nilai Springs Resort Hotel Malaysia	46
Gambar 4. 3 LoU (<i>Letter of Undertaking</i>)	51
Gambar 4. 4 <i>Registration Card</i>	52
Gambar 4. 5 <i>Rooming List</i>	54
Gambar 4. 6 <i>Guest List Form Delayed Guest</i>	68
Gambar 4. 7 <i>Transportation Time Sheet</i>	69
Gambar 4. 8 <i>Early Breakfast Request</i>	69
Gambar 4. 9 <i>Voucher Airline</i>	72
Gambar 4. 10 <i>Registration Card dan Voucher</i>	73
Gambar 4. 11 <i>STPC Daily Update List</i>	74
Gambar 4. 12 <i>City Ledger Checklist</i>	77