

**Standar Operasional Prosedur *Receptionist*  
Dalam Menangani Pemesanan Ferry *In House*  
Guest di Bintan Lagoon Resort 2019**

*Standard Operational Procedures Receptionist  
In Handling ferry bookings for In House Guest at  
Bintan Lagoon Resort 2019*

**PROYEK AKHIR**

**Anisa Putri Nasution  
6707174040**



**PROGRAM STUDI D3 PERHOTELAN  
FAKULTAS ILMU TERAPAN  
UNIVERSITAS TELKOM  
BANDUNG, 2020**