

DAFTAR GAMBAR

Gambar 1 Logo Bintan Lagoon Resort 35

Gambar 2 Resort Map 37

Gambar 3 Struktur Organisasi Front Office Bintan Lagoon Resort 43

Gambar 4 Mozaic Ferry Booking 50

Gambar 5 Miscellaneous Form 52

Gambar 6 Guest Passport 53

Gambar 7 Confirmation Confirmation Ferry Booking to Reception from Reservasi..... 54

Gambar 8 Black Map 55

Gambar 9 Wawancara Standar Operasional Prosedur Ferry..... 55