

DAFTAR GAMBAR

Gambar 2 1 Traveling Bag.....	17
Gambar 2 2 Brief Case	17
Gambar 2 3 Trunk.....	18
Gambar 2 4 Shoulder Pack/Haversack.....	18
Gambar 2 5 Camera Case.....	18
Gambar 2 6 Golf Bag.....	19
Gambar 2 7 Vanity/Beauty Case/Cosmetic Case.....	19
Gambar 2 8 Hat Box	19
Gambar 2 9 Suite Case.....	20
Gambar 2 10 Val Pack/ Val Case	20
Gambar 2 11 Kerangka Pemikiran	22
Gambar 4.1 Logo Hyatt Regency Yogyakarta	34
Gambar 4 2 Struktur Organisasi Concierge Hotel Hyatt Regency Yogyakarta.....	36
Gambar 4 3 Log Book Concierge	44
Gambar 4 4 Jadwal Kerja Concierge.....	45
Gambar 4 5 Ulasan Tamu Melalui Traveloka	48
Gambar 4 6 Isi Log Book Concierge.....	49
Gambar 4 7 Ulasan Tamu Melalui Tripadvisor	49
Gambar 4 8 Kondisi Roda Trolley.....	50
Gambar 4 9 Keluhan Tamu Melalui Traveloka	53
Gambar 4 10 Keluhan Tamu Melalui Tripadvisor	54
Gambar 4 11 Kondisi Roda Pada Trolley	55