

## ABSTRACT

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*This final project report examines the role of a receptionist in a hotel to provide the best service to guests in order to achieve a high level of guest satisfaction. In addition, this report is written to find out what are the duties of a receptionist, how important is the role of the receptionist in carrying out their duties and how does the important role of the receptionist influence in providing service satisfaction to guests. This is done because one of the parameters of the success of a hotel is the high satisfaction of guests who stay and date at the hotel, thus creating loyal guest and repeater guest.a lot of knowledge in carrying out these professional work activities.*

**Keywords:** *Hospitality management, guest/employers expectations of employees in the tourism and hotel industry, guests satisfaction in hotels,*