## The Roles of GRO in Serving the Guests at G.H Universal Hotel Bandung

(A Study on the Quality of Service at G.H Universal Hotel Bandung)

## A Research Paper

Submitted to the English Department Faculty of Arts and Letters in Pasundan University as a Partial Fulfillment of the Requirements for Taking the Sarjana Degree



By Mayang Citra Pertiwi 127010015

ENGLISH DEPARTMENT
FACULTY OF ARTS AND LETTERS
PASUNDAN UNIVERSITY
BANDUNG
2016