

**SKRIPSI/TUGAS AKHIR
N0.016/EP-IHM/2002**

**INTERNAL COMMUNICATION TOOLS
AT BRASSERIE BARBIZON IN GOLDEN TULIP HOTEL,
SCHIPHOL**

SKRIPSI

By:

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**PROGRAM STUDI MANAJEMEN PERHOTELAN
INTERNATIONAL HOSPITALITY MANAGEMENT**



CHNN

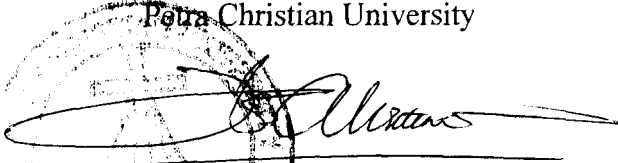
**FAKULTAS EKONOMI UNIVERSITAS KRISTEN PETRA
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LEEWARDEN**

**SURABAYA-LEEWARDEN
2002**

Acknowledgements

Accepted by:

Petra Christian University

A handwritten signature in black ink, appearing to read 'Juliuska Sahertian', written over a horizontal line.

Juliuska Sahertian, Msc.

Head of Hotel Management Program

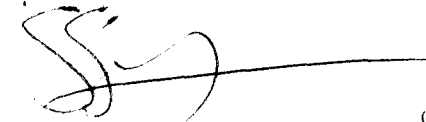
Christelijke Hogeschool Noord-Nederland

A handwritten signature in black ink, appearing to read 'Drs. K.W. van der Hoek', written over a horizontal line.

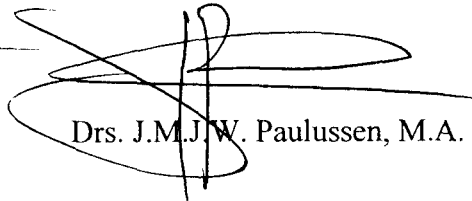
Drs. K.W. van der Hoek

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S.A. Gehrels, Msc.

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Golden Tulip Schiphol Supervisor:

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Miriam Schmidt

Personnel Manager

**SURAT PERNYATAAN PERSETUJUAN
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Yang bertanda tangan di bawah ini, saya :

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 2. Kristin Utama Mahasiswa Universitas Kristen Petra

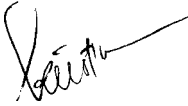
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demi mengembangkan Ilmu Pengetahuan, menyetujui bahwa karya ilmiah saya yang berjudul *Internal Communication Tools at Brasserie Barbizon in Golden Tulip Hotel, Schiphol* beserta perangkat yang diperlukan (bila ada) untuk disimpan, dipublikasikan dan atau diperbanyak dalam bentuk apapun oleh Universitas Kristen Petra bagi keperluan akademis

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Dibuat di *Surabaya*
Pada tanggal *15 Februari 2002*

Yang menyatakan

 (Kristin)	 (..... Martin Wongkar)
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PREFACE

This thesis is written to complete our training program and our study at Christelijke Hogeschool Noord Nederlands in Leeuwarden and also Petra Christian University in Surabaya. At this moment, we would like to *thank* to:

1. God that has given us a lot of His blessings and love to us
2. Petra Christian University for giving the chance to have our traineeship in Netherlands and also the possibility of having double degree
3. Mr. Joris Paulussen as our supervisor from CHN for our thesis
4. Ms. Juliuska Shartian as our Head Department of Hotel Management Program in Petra Christian University, Surabaya
5. Mr. Jos Wakkermans, General Manager and his assistant Mrs. Franziska Brouwer, Director of Operation of Golden Tulip Hotel, Schiphol for this traineeship
6. Mrs. Miriam Schmidt and Ms. Judith Harkema from Human Resources as our company supervisor and helped us through out this traineeship
7. Mr. Thijs Leurs as our Traineeship Supervisor who gave us information that we need
8. Mr. Emile van Nulck and Mr. Richard van Esveld as Restaurant Manager and Assistant Restaurant Manager who helped us with this thesis

9. Mr. Johan van Tolie, Ms. Marije de Ruijter and Ms. Nynke **van** de Berg as Duty Manager who helped us with gave us place to type down our thesis

10. Our parents and friends and colleagues from Golden Tulip Hotel, Schiphol who have given their support

We hope that this thesis will be useful for Brasserie Barbizon and also the people who read our thesis.

Hoofddorp, 19th June 2001

Kristin Utama

Martin Wongkar