

AUTOBIOGRAPHY



Komang Satria Wibawa, he was born in Singaraja city on 04th October 1999. His father's name is Ketut Santika and his mother's name is Komang Redesi. He lives in Singaraja city, Buleleng regency, Bali.

The writer finished his elementary school at SD Negeri 5 Banjar Jawa and graduated in 2012.

He continued his junior school at SMP Negeri 2 Singaraja and graduated in 2015. After finished his junior school, the writer continued his study at one of technical high school in Singaraja city, it is SMK 3 Singaraja. Here the writer learnt electronic repairmen for 3 years. After finished his study at SMK 3 singaraja,, the writer interested to learn more about English and tourism industry. So, he continued his study at Undiksha University, majoring in Diploma III English program. At the last semester of his study, especially in the semester 6th, he passed his trainee program at *U Paasha Seminyak* hotel as the front office trainee. Here he learnt more about front office and guest engagement. Based on the experience that he got during his trainee program so he decided to make the final project about guest engagement and it had been finished as the title " How Guest Engagement Can Help Front Desk to Make a Wow Guest Experience at *U Paasha Seminyak* hotel".