

## **ABSTRACT**

*Interpersonal communication helps in each employment, also an employment as Credit Manager of Inna Garuda Hotel Yogyakarta. A Credit Manager always uses interpersonal communication in performing their job to bill credit system user's credit because through interpersonal communication, a Credit Manager is able to know what reciprocity given by customers is. This study is aimed to find out interpersonal communication strategy done by Credit Manager of Inna Garuda Hotel Yogyakarta in handling customers of credit payment system users. The research method utilized is descriptive qualitative research. The data collection techniques done are interview and literature. The result indicates that Interpersonal Communication Strategy utilized by Credit Manager of Inna Garuda Hotel Yogyakarta depends on the customer types, which are normal, slow payer, and bad debt customers. The types of interpersonal communication done are two people communication and small group communication. The strategy weakness is pressure given by Credit Manager towards bad debt customers so that it is worried to raise negative perception which can bring bad impact for the hotel continuity and bad relationship among companies.*

*Keywords: Interpersonal Communication, Credit Manager, Credit Customer, Credit System*