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**DIPLOMA III ENGLISH STUDY PROGRAM**

**ABSTRACT**

This research attempts to determine the Holiday Inn Resort Baruna Bali's front desk description of the job and requirements to stay in Holiday Inn Resort Baruna Bali. The guest service agent staff of the Holiday Inn Resort Baruna Bali are the subject of the current descriptive study. Telephone conversations and notes were used to gather information from Front Office managers and staff. Front office managers, assistant front office managers, guest service agents, guest relationship officers, call centers, bell captains, and bell drivers are the seven job classifications. Seven criteria also remain at the Holiday Inn Resort Baruna Bali. Mask that has been used, hand sanitizer that has been used, swab test results, passport or ID card, body temperature, history of travel, and social distancing. It is hoped that readers will learn more about front office job requirements by reading about the topic that will be covered. During the pandemic, stay at the Holiday Inn Resort Baruna Bali.

***Keyword: Job description FO and Requirement Stay in Holiday Inn Resort  
Baruna Bali During Covid-19***

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**ABSTRAK**

Penelitian ini bertujuan untuk mengidentifikasi job description front office dan cara meng handle tamu yang akan menginap di Holiday Inn Resort Baruna Bali. Penelitian ini bersifatdeskriptif dan subjeknya adalah Front Office Staff di Holiday Inn Resort Baruna Bali.Data yang dikumpulkan dari Manajer dan Staff menggunakan handphone dan catatan. Ada tujuh job description, Front Office Manager, Assistant Front Office Manager, Guest Service Agent, Guest Relations Officer, Call Center, Bell Captain, Bell Driver. Dan tujuh syarat menginap di Holiday Inn Resort Baruna Bali, Menggunakan masker, menggunakan Hand Sanitizer, Hasil Swab dan PCR Test, Passport Atau Kartu Identitas, Suhu Badan, Riwayat Travelling, Social Distancing. Dengan topik yang akan dibahas, diharapkan pembaca dapat memperoleh informasi dan pengetahuan lebih lanjut tentang Job Description Front Office dan Persyaratan Menginap di Holiday Inn Resort Baruna Bali Selama Covid-19.

***Kata Kunci: deskripsi pekerjaan FO dan Persyaratan tinggal di Hotel selama pandemi***