

CHAPTER I

INTRODUCTION

1.1 Background of Study

In a hotel, front office is where guests are welcomed. Reservations, queries, check-in and check-out procedures, and responsible invitation of visitors using the guest's prior information. As an IHG hotel, the Holiday Inn Resort Baruna Bali has a lot of front office positions, including front office manager, assistant front office manager, guest service agent, guest relationship officer, call center, bell captain, and bell driver.

In this Covid-19 circumstance, the Guest Service Agents at the Holiday Inn Resort Baruna Bali sometimes encounter problems handling check-in and check-out. The reason behind this is that check-in and check-out procedures today are handled completely different than they have been in the Covid-19 situation.

According to Agus Sambodo and Bagyono in a book entitled “The Basics of a Hotel Front Office” published in 2006 namely “Hotel is a place where classy travelers get lodging and dining services by renting. And the tenant is in a situation where it is possible to obtain the service.

According to Drs. Agus Sulastiyono, M.Si in his book entitled “Techniques and Procedures for the Room Division in the Hotel Sector” in the series “Business Management of Tourism and Accommodation Services” published in 2006 namely “Hotels are companies or business entities that provide stay services for people – people who travel. According to Sulastiyono, to be able to use the services provided by the hotel owner, one must pay at a predetermined rate or price.

Therefore, it can be concluded from some of the statements that a hotel is a type of lodging that offers dining, drinking, and other general services in addition to other amenities that satisfy guests' needs for comfort and are operated for profit.

The hotel industry is an industry that sells services. It is also one of the crucial and important elements of tourism activities that provides food and drink, health care, transportation, and other forms of entertainment, including guest safety.

In May 1992, the Holiday Inn Resort Baruna Bali opened its doors to guests. In June 2007, PT Menara Perdana acquired the hotel's assets. Then, in April 2008, a significant restoration happened. Holiday Inn Resort Baruna Bali was formally inaugurated in April 2009; the name was derived from the hotel, which is situated on the beach and is guarded by Dewa Baruna (the guardian of the sea).

Five-star Holiday Inn Resort Baruna Bali is a hotel situated in the Badung neighborhood of Bali, just ten minutes' drive from Ngurah Rai International Airport, at Jalan Wana Segara No. 33 Tuban. There are 193 rooms in this hotel, which also offers all the necessary amenities. At the Holiday Inn Resort Baruna Bali, family getaways are regularly in high demand from both domestic and foreign travelers. The 2019 pandemic season had a significant impact on Bali tourism. During the Covid-19 Pandemic, if you want to stay at the Holiday Inn Resort Baruna Bali,.

1.2 Statements of the problem

- a. What are the job description of the Holiday Inn Resort Baruna Bali front desk staff?
- b. During COVID-19, what are the requirements for staying at the Holiday Inn Resort Baruna Bali?

1.3 Purpose of study

- a. To depict the duties of the Front Desk personnel of the Holiday Inn Resort Baruna Bali.
- b. To illustrate the necessity of staying at the Holiday Inn Resort Baruna Bali.

1.4 Significance of the study

- a. For the student

This report could help students improve understanding of the Front Office job description and accommodations needed at the Holiday Inn Resort Baruna Bali. For students who are preparing for profession in the tourism sector, particularly in hotels or villas, it may be useful.

- b. For the institution

This article could be a valuable resource for other students and a reference for the UNDIKSHA library.



