

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

The tourism industry has a major role in the Indonesian economy, especially in the hospitality sector. Hotels are one of the facilities that provide overnight services to tourists which also offer other accommodations such as gyms, spas, restaurants, bars, etc.

Hotel New Sunari Lovina Beach Resort is an international class four-star hotel, where hotel is very close to the beach. Therefore, it is in great demand by guests who will do snorkeling or watch dolphins. In addition, the New Sunari Lovina Beach Resort Hotel also provides good and courteous service to guests, from guests check in to check out. Hotel New Sunari Lovina Beach Resort has important parts, namely Front Office Department, Food & Beverage Department, Housekeeping Department, Engineering Department, Accounting Department, Sales Department, Human Resource Department, Security Department.

According to (Bagyono,2012) front office is taken from the English language, front office is an office that is in the front of hotel. In the sense of a hotel, the front office is the office at the very front in the lobby area which is close to the hotel entrance. in the front office department, there is the most crucial section in handling guests from check-in to check out, namely receptionist . The receptionist is part of the Front Office Department in charge of handling guests during check-in and check-out, starting from handling registration, cashiers, reservations, etc. To be able to serve guests well, Standard Operating Procedures are needed, so that reception staff can work more easily and avoid mistakes in handling guests check in and check out.

The purpose of this study is to figure out how to make the guest feel comfortable and how to make a good impression in handling check in and check out at New Sunari Lovina Beach Resort. Hoped, this study will support the

language expression and functions by the receptionist used when communicate with tourist in the hotel.

Similar research has also been carried out by several previous researchers, namely (Septiawan,2020) who conducted research on the identification language expression and function in handling check in and check out by receptionist at U-Paasha Seminyak. He found 15 useful ways of handling guests check in. Those are: 1) Greeting, Welcoming and Offering assistance, 2) Checking it in the system, 3) Asking for identity card, 4) Registration, 5) Reconfirm the booking, 6) Payment, 7) Asking for Deposit, 8) Explaining the facilities, 9) Tell the guest room is ready and showing room number, 10) Pass the key to the guest, 11) Give a chance to the guest for choose the soap selection, 12) Call and introduce the bellboy, 13) The bellboy check the luggage, 14) Thanking and wishing pleasant stay, 15) The Bellboy escort the guests to their room and 19 useful ways of handling the guests check out. Those are: 1) Greeting and Offering assistance, 2) Asking room number, 3) Reconfirm the name of the guest based on the system, 4) Print the bill, 5) Showing bill to the guest, 6) Asking the guest to check the bill, 7) Contact the HK staff to make sure nothing left in the room, 8) Asking the guest feeling during their stay, 9) Asking the guest about last consumption from mini bar, 10) Asking method of payment, 11) Borrowing the credit card, 12) Returning the credit card, 13) Released the deposit of the guest, 14) Asking the guest to sign the bill, 15) Giving the guest the original bill, 16) Giving a trip advisor card to the guest, 17) Offering transportation, 18) Reminding guest for the luggage, 19) Wishing the guest farewell.

Similar research has also been carried out by several previous researchers, namely (Winda,2020) who conducted research on the identifications of procedure and language expression used by receptionist at Mara River Savari Lodge when handling check in. She found 10 procedures used by Receptionists at Mara River Safari Lodge when handling check-in, such as: 1) greeting, 2) asking for booking name, 3) searching for booking name, 4) asking for guests' detail,5) presenting the registration form, 6) asking for ID, 7) explaining maps, 8) presenting the

wristband, 9) asking for a refundable deposit, 10) offering other activities giving the room key, and 10) showing the direction to the room.

Similar research has also been carried out by several previous researchers, namely ( Yunita,2020) who conducted research on the procedure and language expressions used by Front Office Staff in Handling Check-in at U Paasha Seminyak Hotel. She found 10 procedures used by Front Office at U Paasha Seminyak when handling check in: 1) Greet the guest, offer assistance and acknowledge the guest within 10 seconds, 2) Establish if a reservation has been made, 3) Ask the guest to fill up the online or manual check-in registration, 4) Obtain passport/ID to follow legal/authority requirements (Manual or offline check in), 5) Reconfirm guest reservation, 6) Reconfirm the room payment and asked for deposit, 7) Offer soap selection, 8) Complete check-in and issue room, 9) Handover room key and explain facilities, 10) Offer escorting to the room and offer assistance.

Apart from the previous research above, each hotel use language expressions in handling check-in and check-out. Therefore, the author wants to know more about the Standard Operating Procedures for the receptionist to handle check-in and check out. Based on this background, the author will specifically discuss about “The Identification of Language Expressions and Functions in Handling Check-in and Check-out by Receptionists at New Sunari Lovina Beach Resort”

## **1.2 Statement of Problem**

Based on the background of the study, there are some problems that must be described by the writer. The problems could be stated as follows:

- 1.2.1 What are the language expressions and functions that are used in handling check-in at Hotel New Sunari lovina Beach Resort?
- 1.2.2 What are the language expressions and functions that are used in handling check-out at Hotel New Sunari Lovina Beach Resort?

## **1.3 Purpose of the Study**

The Aims of this research are:

1.3.1 To identify the Language expressions and functions when handling the guests check-in at Hotel New Sunari Lovina Beach Resort.

1.3.2 To identify the Language expressions and functions when handling the guests check-out at Hotel New Sunari Lovina Beach Resort.

#### **1.4 Significance of The Study**

The results of the study are expected to be useful as follows:

##### 1.4.1 For Students

Practicing the material that has been received in college.

##### 1.4.2 For Hotel New Sunari Lovina Beach Resort.

As one of the references that are constructive so that better improvements in an effort to increase productivity.

##### 1.4.3 For Industry

Improve and develop employee performance so that they can always improve the quality of service in accordance with standard operating procedures in other industries, especially in the field of hospality services.