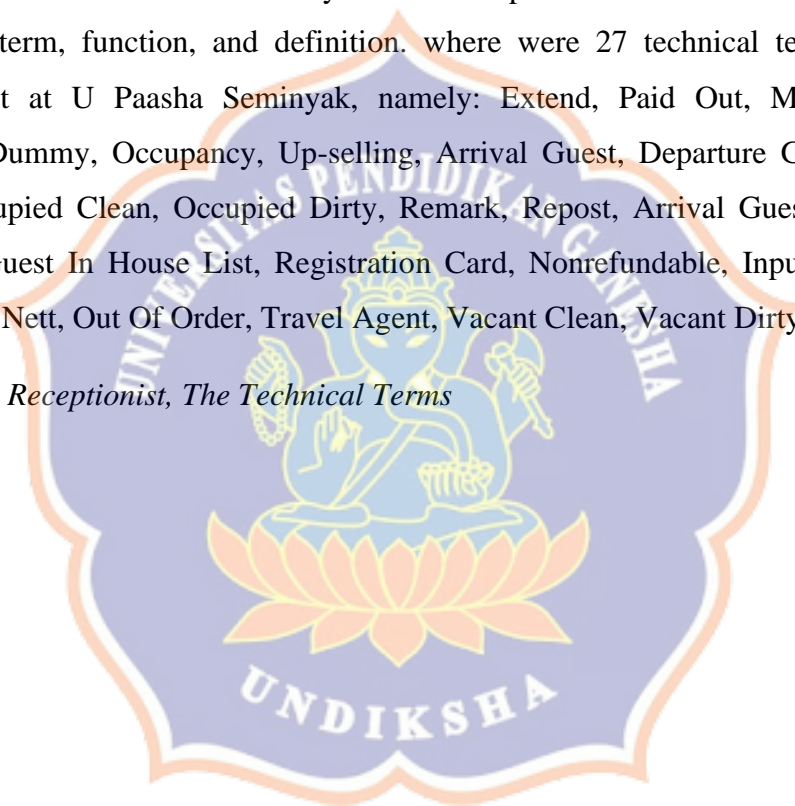


ABSTRACT

This study aimed at identifying the technical term used in the front office at U Paasha Seminyak. The method of this study was a descriptive research method. The objects of this study were 27 kinds of technical terms used by the receptionist at U Paasha Seminyak. The data were obtained by observing the conversation between the front office staff of U Paasha Seminyak and the experience of the writer. The findings show the term, function, and definition. where were 27 technical terms used in receptionist at U Paasha Seminyak, namely: Extend, Paid Out, Miscellaneous, Cardver, Dummy, Occupancy, Up-selling, Arrival Guest, Departure Guest, Handy Talk, Occupied Clean, Occupied Dirty, Remark, Repost, Arrival Guest List, Cash Receipt, Guest In House List, Registration Card, Nonrefundable, Input, Print Out, Blue Bird, Nett, Out Of Order, Travel Agent, Vacant Clean, Vacant Dirty.

Key terms: Receptionist, The Technical Terms



ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi istilah teknis yang digunakan pada front office di U Paasha Seminyak. Metode penelitian ini adalah metode penelitian deskriptif. Objek penelitian ini adalah 27 macam istilah teknis yang digunakan oleh resepsionis di U Paasha Seminyak. Data diperoleh dengan mengamati percakapan antara staf front office U Paasha Seminyak dan pengalaman penulis. Temuan menunjukkan istilah, fungsi, dan definisi. Dimana ada 27 istilah teknis yang digunakan pada receptionist di U Paasha Seminyak yaitu : Extend, Paid Out, Miscellaneous, Cardver, Dummy, Occupancy, Up-selling, Arrival Guest, Departure Guest, Handy Talk, Occupied Clean, Occupied Dirty, Remark, Repost , Daftar Tamu Kedatangan, Kwitansi Tunai, Daftar Tamu In House, Kartu Registrasi, Nonrefundable, Input, Print Out, Blue Bird, Nett, Out Of Order, Travel Agent, Kosong Bersih, Kosong Kotor.

Kata Kunci: Resepsionis, Istilah Teknis

