

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

Tourism is a journey that leaves the original place to a place that has been planned not to make a living but wants to visit to fulfill diverse desires. Tourism can be done individually or in groups and is also temporary. Tourism is not only visiting a place of recreation but self-development and learning about the uniqueness of tourist attractions, including tourism. This is what makes the tourism industry appear in various regions in Indonesia.

Bali is an area that is very much visited by local tourists and foreign tourists. The island of Bali is a small island that has a very large diversity. The diversity of arts and culture is very global because Bali is one of the most beautiful islands in the world. Based on this, it is not wrong if a lot of foreign tourists and local tourists make the island of Bali one of their tourist destinations for vacation. The number of tourists who visit from year to year makes many business opportunities established as a means of supporting tourists who travel. One of these efforts is the existence of accommodation facilities which are increasing every year. Accommodation facilities in the form of hotels were established as one of the most important things needed by tourists during their trip, ranging from international standard hotels, budget hotels, or villas as the main supporting facilities that can meet the needs of tourists with complete facilities.

The front office is a department in a company that deals directly with customers, such as customer service, sales, and industry experts who provide consulting services. Generally, the front office has located the front as the first point of interaction between the organization and its customers. The front office also provides the best and friendliest services for customers who have problems or need information assistance. The front office department is very important because they can directly report things that are needed by guests, things that annoy guests,

suggestions, and customer complaints related to the F&B and housekeeping departments.

The front office department also has terms that are commonly used by hotel staff to handle guests who want to book rooms. The term is not only used when guests book a room but can also be used to provide a small note in the repeater guest data. The purpose is so that the staff who handles these guests know what guests want and what guests avoid when staying at the hotel. Each hotel has different jargon or terms and different meanings. The U Paasha hotel itself still uses terms commonly used by other hotels. Such as Average Room Rate or statistics of rooms sold and Occupancy or occupancy rates and others. The writer found the same topic entitled the use of English terms in the front office. In previous research, the writer did not find the term Paid Out, while in the research that the writer will examine there is the term Paid Out. while the writer also did not find the term extend in previous studies. The term Paid Out is a form that is given to guests when the guest has payment and the payment is still being paid temporarily from the hotel. while the term extends is the term used when a guest wants to increase the length of stay.

The focus of this research is to identify terms in the front office department at Hotel U Paasha Seminyak, starting from the system used, types of payment methods, and others. This is what someone who will work in the tourism industry needs to know.

Based on the above, this study aims to find out what things are in the front office that is shown for someone who wants to work or do training in the industrial world. It will be very easy if someone knows what terms are often used in the front office department.

## **1.2 Statement of the Problems**

1. What technical terms are used at Reception Section at U-Paasha Hotel?
2. What are the definitions of the technical terms used at the Reception Section at U-Paasha Hotel?

### 1.3 Purpose of Study

The purpose of study can be formulated as follows:

1. To identify the technical terms used at Reception Section at U Paasha Hotel
2. To identify the definitions of the technical terms used at Reception Section at U Paasha Hotel

### 1.4 Significances of Study

The result of study are expected to be useful as follows:

1. For the students

It can be used for the students who will work in a hotel especially for the student who want to be working as front office staff in certain hotels in Bali, they could learn some information about Technical Term in Reception at U Paasha Seminyak.

2. For Future Researcher

The result of this study can be used as an additional information in the future for researcher who wants to conduct similar research in Front Office area.

