

CHAPTER I

INTRODUCTION

1.1 Background of Study

Bali is one of Indonesia's most well-known islands. It has risen to the top of the world's tourist destinations list. Bali has become a magnet that successfully attracts tourists from all over the world due to its enthralling beauty of environment and culture. Bali has a variety of accommodations, including the villas, hotels, and guest houses. Those, Bali provides an experience that the guests would never forget by filling of his/her vacation with enthralling some activities.

Tourism is a journey from one location to another that is organized not for the purpose of making a living but for the purpose of fulfilling various desires. Therefore, tourism could be done alone or in groups and it could also transient. Tourism is more than just going to a location to have fun in order it is also about self-development and learning about the uniqueness of tourist attractions, including tourism. This is what gives rise to the tourist business in various parts of Indonesia.

Hotel Indigo Bali Seminyak Beach has several departments. One of them is Front Office Department, this department is to know about the newest of the guest information, maintain guest service and ensures guests' satisfaction. Besides that, this department also responsible at welcoming the guests, greeting the guests, and handling guest complaints. Therefore, Front Office Department is divided into more section and more duties which have different responsible. Therefore, Front Office Department is divided into several sections, including Reception, Front Office Cashier, Telephone Operator, Doorman, Bellboy, and Concierge.

One of the important sections in Front Office Departments is Reception. Reception is responsible for handling guest check in, check out, and payment process. Furthermore, who works in reception is called receptionists. In addition, the people said that reception as the face of the hotel because the responsible are

important in supporting hotel's goal and directly related to many guests of the hotel, especially at Hotel Indigo Bali Seminyak Beach.

Based on the brief explanation, the technical terms used by receptionists are useful to be studied further. Therefore, the writers are interested to study of the technical terms used by receptionists at Hotel Indigo Bali Seminyak Beach. So, this study is expected to provide more insight regarding to the technical terms used by receptionists for who someone work or do on the job training in the hospitality industry, especially in the reception section.

1.2 Statement of Problems

1. What are the technical terms used by receptionists at Hotel Indigo Bali Seminyak Beach?
2. What are the definitions of the technical terms used by the receptionists at Hotel Indigo Bali Seminyak Beach?

1.3 Purposes of Study

The purposes of study could be described, as follows:

1. To identify the technical terms used by receptionists at Hotel Indigo Bali Seminyak Beach.
2. To identify the definitions of the technical terms used by receptionists at Hotel Indigo Bali Seminyak Beach.

1.4 Significances of Study

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

1. For the students

This could be utilized for students who will to work in the hotel, particularly those who want to work as a receptionists in five-star hotel in Bali, they could learn regarding to the technical terms used by receptionists at Hotel Indigo Bali Seminyak Beach.

2. For Future Researcher

The result of this study could be utilized as supplementary information for others researcher who intend to do similar study as a receptionists at Front Office Department in the future action.

