

CHAPTER I

INTRODUCTION

1.1 Background of study

Bellboy, bellboy is a part of the front office department in every hotel. Bellboy has a duty to handle guests when check-in or check-out. Bellboy is very important in handling guest items, because this activity is not very easy to supervise and manage it. In this bellboy section we are taught to always be honest, friendly, and polite attitude with others guest, this bellboy activity is very heavy if once making a mistake will be hard. Many skills and improve can be learned from the bellboy and we will know a lot and we can broaden our horizons in dealing with various kinds of guests. And many things we know besides dealing with guests we can also serve welcome drink that are provided by the hotel, and that is only for guest.

In presenting welcome drink the bellboy can explain the ingredients and the origin of a such drink because every guests also often ask questions and that is the time for the bellboy to improve both his knowledge and English mastery.

1.2 Statement of problem

1. What problems does bellboy often find?
2. How does bellboy solve this problem?
3. How is the bellboy to deal with if there are problems with guests?

1.3 Purposes of the study.

- 1 The purpose of this study is to investigate the S.O.P Handling Guest Luggage Check-In and Check-Out by Bellboy at Fairfield By Marriott Bali Kuta Sunset Road.
- 2 Find out the factors that influence bellboy in implementing S.O.P Handling Guest Luggage Check-In and Check-Out at Fairfield By Marriott Bali Kuta Sunset Road.

- 3 The goal is that we can overcome and learn what is done every bellboy job at Ffairfield By Marriott Bali Kuta Sunset Road.

1.4 Significance of the study

1.4.1 For the students

The results of this study can increase knowledge in the hospitality industry in the field of tourism and then maximize learning for those who want to prepare themselves to get involved in tourism.

1.4.2 For the institution

The results of this research support several materials whose contents will be elaborated with problems and solutions in handling guest luggage at Fairfield By Marriott Bali Kuta Sunset Road.

