

# CHAPTER 1

## INTRODUCTION

### 1.1 Background of Study

Study Program DIII Bahasa Inggris is one of study programs, which refers to the English for Tourism at the faculty of Language & Art in Universitas Pendidikan Ganesha. In this study program, the students will learn and practice English with the theories related to the tourism in the field before doing on the job training program. In the last semester, the students will do on the job training program. Here the students will get a chance to implement what is learned at University and compare the knowledge between the University with the real situation. In doing the job training program, the writer will get a lot of information in the hotel directly besides learning theories in a class.

For instance; in the university the writer learned about English for Front Office, Reception, etc. In those courses, the writer got theories about SOP handling check-in, spelling name, addressing name (Mr., Mrs., Ms., Madam), and etc. In the hotel, the writer found any different case with in the class. Such as; in using grammar when speaking with the guests. The writer found any staffs communicate with the guest not using grammar. They spoke spontaneously with the guest when handling c/i and c/o, but they do appropriate hotel SOP handling the guest.

In the class, the writer learned 5 payment methods. There were Cheque, switch card, credit card, cash, voucher. All of payment methods, the writer did not learn handling the payments.

Based on the writer's observation directly, the writer observed the staff that there were 3 payment methods. There were cash payment, credit card payment, and deposit. However deposit payment included part of credit card payment. The credit card payment was divided in 2 types of payments. There were manual sale payment and deposit or advance payment.

Manual sale payment is to collect the guest's payment by credit card directly when the transaction did. However deposit or advance payment is to collect the guest money in advance only for incidental charges. In other word the guest money was only hold. The guest also can use the deposit to pay the bill. There were also local standard operating procedure before asking types of the payment at U Paasha Seminyak. For instance, smile to the guest, greet the guest, ask the guest to take a seat and confirm (guest's name, room number, if the guest consumed anything in the mini bar in the past day), present the bill, showing and inform total of bill, ask the guest about types of payments, thanking and wishing the guest.

In the LSOP (Local Standard Operating Procedure) form hotel just contained 2 payment methods. They were Cash payment and Credit card payment.

After a brief observation at U Paasha Seminyak, so the writer is an interested to describe handling various payment methods at U Paasha Seminyak.

## **1.2 Statement of Problem**

Based on the background of the study, the problems of the study can be stated as follows:

1. How did the Front Office staff handle payment methods at U Paasha Seminyak?

## **1.3 Purpose of Study**

The purpose of the study can be formulated as follows:

1. To describe the way Front Office staff handled the payments at U Paasha Seminyak.

## **1.4 Significances of Study**

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

1. For the students

It can help for the students as a reference. They can learn and prepare themselves before they get the job training program especially Front Office department in the hotel.

2. For Future Researcher

The result of this study can be used as additional information in the future for the researchers who want to make research in the Front Office.

