

## CHAPTER 1

### INTRODUCTION

#### 1.1 Background of Study

Before graduate from the Diploma III English Study Program at Ganesha University, there is one of the necessary requirement to conduct, that is *Praktek Kerja Lapangan* or known as PKL. By conducting PKL, students are expected to have their own experiences and knowledge and improve their skills to use their English as a hotelier. Besides that, students will learn about how to work at five-star hotel and how to communicate with guest properly, also student have the opportunity to figure out hotel facilities and practice with the hotel staff directly, especially in the Front Office Department.

Indonesia is an archipelago country which means that it is the largest group of island in the world throughout the country. Bali is the most famous island in Indonesia this island has become the number one list of people's holiday destination in the world. By the beauty of nature and culture Bali has turned into a magnet that success to attract tourist from every part of the globe. Besides that, Bali is completed with wide variety of accommodations such as villas, hotels, guesthouses that makes more generous and, Bali offers an experience you would not ever forget in your life by spending your holiday with mesmerizing activities you can do.

U Paasha Seminyak Hotel is one of the hotels that located in Seminyak, Kuta, where nightlife and beaches are commonly found in here. This hotel is located at Laksmana street No.77 Seminyak Bali. Having a modern contemporary style of architecture, this hotel presents a relaxing and calm atmosphere for those who stay and set their foot for the first time in here. Moreover, what makes this hotel is different than others is the "U" concept. This concept allows the guest to have a full 24 hours service in their needs, starting from the first time they arrive and also

included by breakfast anytime and anywhere during their stay, and paid telephone service (domestic and international calls). Furthermore, U Pasha Seminyak allows their guest to make a special request by selecting on “U Choose Programme” on U Paasha’s official website, this would allow the guest to select their special requested amenities such as pillow tea, music and soap. The strategic location of this hotel would also benefit the guest stay, ocean view and some other accommodations nearby like shopping center and restaurant would comfort the guest a lot.

There are several departments that exist at U Paasha Seminya Hotel. One of the 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. Generally, Front Office Department is divided into more section and more duties which have different responsible. Therefore, Front Office Department is divided into Reception, Front Office Cashier, Telephone Operator, Concierge and Bellboy.

One of the important role in the hotel which belongs to Front Office Departments is Reception. Reception is responsible for handling guest check in and check out, and payment process. Who works in reception is called receptionist. Eventually, 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 visitors of the hotel.

This study aimed to figure out how to make the guest feel comfortable and how to make a good impression in handling check in and check out at U Paasha Seminyak. Hoped, this study will support the language expression and functions by the receptionist used when communicate with tourist in the hotel.

## **1.2 Statement of Problem**

According to the background of the study, there are some problems that must be described by the writer. The problems could be stated as follows:

- 1.2.1 What are the language expressions and functions that are used in handling check-in at U Paasha Seminyak Hotel?
- 1.2.2 What are the language expressions and functions when handling check-out at U Paasha Seminyak Hotel?
- 1.2.3 What are the problems faced by Receptionists in handling check-in at U Paasha Seminyak Hotel?

## **1.3 Purpose of the Study**

The Aims of this research are:

1. To identify the Language expressions and functions when handling the guests check-in at U Paasha Seminyak Hotel.
2. To identify the Language expressions and functions when handling the guests check-out at U Paasha Seminyak Hotel.
3. To identify problems faced by receptionists in handling the guests check-in at U Paasha Seminyak Hotel.

## **1.4 Significance of The Study**

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

1. For the students

This study could help the students who will work in hotels, especially for students who want to work as receptionists in the Front Office Department at five star hotels in Bali.

2. For Future Researcher

The results of this study could be used as an additional information in the future for researchers who want to conduct similar research as receptionists in the Front Office Department at U Paasha Seminyak.

