

**THE PROCEDURES AND LANGUAGE EXPRESSIONS USED BY
RECEPTIONIST AT FAIRFIELD BY MARRIOTT SUNSET ROAD
IN HANDLING CHECK IN AND CHECK OUT**

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ABSTRACT

This study identifies procedures and language expressions in handling guests when checking in and checking out used by receptionist staff at the Fairfield by Marriott Sunset Road. Research subjects were two receptionist staff at the Fairfield by Marriott Sunset Road Hotel. The instrument used was a questionnaire about procedures in handling guests and language expression. After getting data from the questionnaire, it can be concluded that there are 9 procedures and thirty-four different language expressions used by the two receptionist's staff when handling guest check-in and check-out at the Fairfield by Marriott Sunset Road hotel.

Keywords: Procedures, Language Expressions, Guest Service Agents.

ABSTRAK

Studi ini mengidentifikasi prosedur dan ekspresi bahasa dalam menangani tamu saat check in dan check out yang digunakan oleh staf resepsionis di Fairfield by Marriott Sunset Road. Subjek penelitian adalah dua staf resepsionis di Fairfield by Marriott Sunset Road Hotel. Instrumen yang digunakan adalah kuesioner tentang prosedur dalam menangani tamu dan ekspresi bahasa. Setelah mendapatkan data dari kuesioner, dapat disimpulkan bahwa ada 9 prosedur dan tiga puluh empat ekspresi bahasa yang berbeda yang digunakan oleh dua staf resepsionis ketika menangani check-in dan check-out tamu di hotel Fairfield by Marriott Sunset Road.

Kata kunci: Prosedur, Ekspresi Bahasa, Agen Layanan Tamu.