

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background of the study**

Front office or receptionist is the area where guests or visitors come and first meet the receptionist who is standing guard at the front office or can be said to be the hotel gate itself. This place is very important in the hotel and has a big responsibility, because of all the problems faced by guests such as room facilities, service problems, guests will contact the front office or receptionist. The front office or reception will handle questions from the other end of the hotel. Maybe guests will ask for hotel information, hotel facilities, or guests when checking in, checking out. During the check-in and check-out process, the receptionist has different language expressions than those used to talk to guests at the hotel.

### **1.2 Statement of the Problems**

Based on the experience of the on the job training program this problem can be formulated as follows:

- a) What are the procedures in handling check in and check out at Fairfield by Marriott Sunset Road?
- b) What are language expressions used by receptionist in handling check in and check out

### **1.3 Purpose of the study**

The purpose of the study is:

- A. To identify the procedures in handling check in and check out at Fairfield by Marriott Sunset Road

B. To describe how to use the language expressions by receptionist in handling check in and check out.

