

**THE IDENTIFICATION OF PROCEDURE AND LANGUAGE
EXPRESSION USED BY RECEPTIONISTS AT MARA RIVER SAFARI
LODGE WHEN HANDLING CHECK-IN**

By

Nyoman Winda Suparini, NIM: 1702041004

Diploma III Bahasa Inggris

ABSTRACT

This present study was aimed at identifying the procedure and language expressions used by Receptionists at Mara River Safari Lodge when handling check-in. The subjects of the study were the Receptionists of Mara River Safari Lodge. The source of the data was the filled questionnaire by receptionists. In this study, the descriptive method design was used. The writer identified the language expressions used by the receptionists based on the procedure used in handling check-in. The results of the study found that the brief procedures when handling guests check-in were Greeting, Explaining guests' benefits, until Giving the room key. For the language expressions used for each procedure such as "Good morning, welcome to Mara River" for greeting, "Since you book a family room, you will get elephant ride to breakfast" for explaining guests' benefit, and "This is the room key and wifi ID in the room. If you have any assistance, please call 0 from the room" for giving the room key. It can be concluded that all procedures in handling check-in are essential, and the language expressions used by each receptionist are varied and different but have the same purpose.

Key terms: Front Office, Receptionist, Check-in, Procedure, Language Expressions

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ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi prosedur dan ekspresi bahasa yang digunakan oleh Resepsionis di Mara River Safari Lodge saat menangani check-in. Subjek penelitian adalah beberapa Resepsionis Mara River Safari Lodge. Sumber data adalah kuesioner yang diisi oleh resepsionis. Dalam penelitian ini, digunakan metode desain deskriptif. Penulis mengidentifikasi ekspresi bahasa yang digunakan oleh resepsionis berdasarkan prosedur yang digunakan dalam menangani check-in. Hasil penelitian menemukan bahwa prosedur singkat ketika menangani tamu check-in antara lain Salam, Menjelaskan paket yang dipilih tamu, hingga Memberikan kunci kamar. Untuk ekspresi bahasa yang digunakan dalam masing-masing prosedur seperti "Selamat pagi, selamat datang di Mara River" dalam prosedur Salam, "Karena Anda memesan ruang keluarga, Anda akan dijemput oleh gajah untuk sarapan" dalam prosedur menjelaskan paket tamu, dan "Ini adalah kunci kamar dan wifi di dalam kamar. Jika Anda butuh bantuan, harap tekan 0 pada telepon dalam kamar " dalam prosedur memberikan kunci kamar. Dapat disimpulkan bahwa semua prosedur dalam menangani check-in sangat penting, dan ekspresi bahasa yang digunakan oleh masing-masing resepsionis bervariasi dan berbeda tetapi memiliki tujuan yang sama.

Kata kunci: Front Office, Resepsionis, Check-in, Prosedur, Ekspresi Bahasa.