

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

The front office is the central section of every hotel. It can be said as the central section because the parts and department in a hotel always related to the front office itself. In the context of hotel understanding, the front office is a department in a hotel located at the front. Precisely not so far from the front door of the hotel or lobby. This area is the busiest place in the hotel. The location at the front of the Front Office, including the department that is most easily sought out and seen by guests. (Bagyono, 2006)

There are some essential job descriptions of front office staff in a hotel. According to (Questibrilia, 2019) front office staff have some responsibilities, there are 1) Receiving and handling prospective guests, 2) Reconfirming Reservation, 3) Handling arrival and departure, 4) Billing, 5) Asking for a deposit, 6) Giving information, 7) Handling complaint, 8) Handling guest belonging. So, by the responsibilities stated by (Questibrilia, 2019), we can see that one of them is handling guests' arrival. When the guests arrive at the hotel, many possibilities will happen at the front desk. It may be the guest want to ask for information about the hotel, checking the booking or the availability of accommodation, or the guest want to check-in. After making a reservation or booking in a hotel, the guest will choose an exact date when they will be coming. The time of guests' arrival is known as check-in date. The front office staff (receptionist) in this case have a responsibility to handle guest from arriving at the hotel until going to the room. Concerning check-in (Sambodo, 2016) state that check-in is the process for the guest who would like to stay in the hotel, start from welcoming, offer assistant till escorting to their room.

Additionally, such an opportunity of handling check-in was experienced during the training period at Mara River Safari Lodge for three months started from 2nd December 2019 until 17th March 2020. The most important thing that needs to

be reminded by all staff at the hotel when serving the guest is using polite language expressions. However, appeared the process of handling check-in, some procedure and language expressions used by the receptionist at this hotel, finally, from the explanation above. The writer decided to identify the procedure and the language expressions often used by Receptionist at Mara River Safari Lodge when the writer had the training program for three months.

1.2 Statement of the Problems

The problem in this research is:

- 1.2.1 What are the procedures applied by Receptionists at Mara River Safari Lodge when handling check-in?
- 1.2.2 What are the language expressions used by Receptionist at Mara River Safari Lodge when handling check-in?

1.3 Purpose of Study

The aims of this research are:

- 1.3.1 To identify the procedures applied by Receptionists at Mara River Safari Lodge when handling check-in.
- 1.3.2 To identify the language expressions used by Receptionist at Mara River Safari Lodge when handling check-in.

1.4 Significance of the Study

- 1.4.1 For the students

The result of this study can be a new knowledge about the procedure and language expressions that commonly used by the receptionist at Mara River Safari Lodge. Those can be a reference in doing their training program before they get a job in a hotel.

- 1.4.2 For the institution

The result of this study is also can be useful for the institution as a reference to support some materials about procedure and language expressions that commonly used in a hotel. It may be used as a teaching material, especially for the tourism program.