

CHAPTER 1

INTRODUCTION

1.1 Background of the study

Definition of a company according to Sumarni (1997) is a production activity that processes economic resources to provide goods and services for the community to obtain the benefits and satisfying for the community. Hotel is one kind of company, that has an important department named Front Office Department. Front Office is the central point of entire hotel activities. According to Vallen (1985:24), Front Office is indeed the heart and the hub and the nerve center of guest activities. Endar Sugiarto, (2004: 2) claims that Front Office has a variety of roles. According to Bagyono, (2006: 21) front liner is a term for front office staff who is directly related to guests (direct guest contact) such as reception, cashier, guest relation officer, doorman and bellboy. This role is important for hotels in establishing cooperation between departments Agusnawar (2004:1) says that Front Office is a hotel department directly related to the guest with complex duties and functions. Moreover, Soenarno (2006:2) claims that Front Office is one of the departments that handles the room procedures started from reservation, receptionist and check in until check out processes. It means that Front Office is the first and last impression of the guest.

Front office has some sections depend on the size need of the hotel. According to Yuvraj (2014), front office has some sections, there are Reservation, Reception, Information Desk, Cash and Bills Travel Desk, Communication Section. Each section has its own duties and responsibility in dealing with the guest. In relation to check-in and check-out Bagyono and 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. Bellboy will take care of guest` luggage in this situation. Bellboy should be careful and always check and make sure about the guest` luggage

before sending it into their room. While check-out according to Bagyono and Sambodo (2016), is a process in the guest leaving the hotel, starting from the guest out of the room, going to reception, returning the room key, paying the room account until guests get in the car to leave the hotel. Till this bellboy still has a responsible to handling guest' luggage and before the guest leave the hotel make sure they got their belonging.

During on the job training program at U Paasha Seminyak Bali the trainees will do an orientation for one day, after doing the orientation, trainees will be taught the basic thing about front office by the senior staff such as how to handle guest luggage, handling luggage groups. after being able to how to handle the guest luggage the trainees must take a note every training given by each senior because there will be a test at any time so the trainees are required to always be ready and understand whatever is taught by the senior. U Paasha Seminyak Bali has its own uniqueness like U Choose Program, it allows the guests to select their choice of pillow, soap, tea selection selection prior to arrival. Gisin Saputra's (2019) research tittle is the problems faced by Bellboy at Anantara Seminyak Bali Resort in conducting Group Check-in and Check-out. He also explained bellboy and the task of the bellboy.

My research tittle is the description of a trainee's tasks during on the job training program in front office department at U Paasha Seminyak Bali, on my research I explain what is front office and what are the trainee task during on the job training and giving an explanation about each of the tasks.

1.2 The Statement of Problem

What are the tasks of the trainee at Front Office Department at U Paasha Seminyak Bali?

1.3 The Purpose of Study

To know the tasks of the trainee at Front Office Department at U Paasha Seminyak Bali.



1.4 The Significances of study

This research is expected to give additional knowledge about task of trainee when the students do their job training program at hotels. The writer expect that his research can be used as a reference for the students or the further research about Trainee's Tasks during On The Job Training Program in Front Office Department at U Paasha Seminyak Bali

