

**THE PROBLEMS FREQUENTLY FACED IN RESERVATION AT  
SEGARA VILLAGE HOTEL**

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**ABSTRACT**

This present study was aimed at describing the problem frequently faced in Reservation at Segara Village Hotel when handling guest arrival time and room booking. The subjects of the study were the Reservationist of Segara Village Hotel. The source of the data was obtained through an interview and observation by the writer. In this study, the descriptive method design was used. The writer identified the problems often faced in Reservation at Segara Village Hotel when handling guest arrival time and room booking. The problems that the writer has identified are The Problems between Customer and Reservation Staff about Guest Arrival Time and The Problems of Room Booking. The result of the study showed that all problems in handling guest arrival time and room booking are essential and the solutions of each problem can be used by reservationist to anticipate that problems in any situation.

***Key terms: Problems, Reservationist, Guest Arrival, Room Booking.***

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**Oleh**

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## **ABSTRAK**

Penelitian ini bertujuan untuk menggambarkan masalah yang sering dihadapi di dalam Reservasi di Segara Village Hotel ketika menangani waktu kedatangan tamu dan pemesanan kamar. Subjek penelitian adalah staf reservasi di Segara Village Hotel. Sumber data diperoleh melalui wawancara dan observasi oleh penulis. Dalam penelitian ini, desain metode deskriptif digunakan. Penulis mengidentifikasi masalah yang sering dihadapi di dalam Reservasi di Segara Village Hotel ketika menangani waktu kedatangan tamu dan pemesanan kamar. Masalah yang penulis identifikasi adalah Masalah antara Pelanggan dan Staf Reservasi tentang Waktu Kedatangan Tamu dan Masalah Pemesanan Kamar. Hasil penelitian menunjukkan bahwa semua masalah di dalam menangani waktu kedatangan tamu dan pemesanan kamar sangat penting dan solusi dari setiap masalah dapat digunakan oleh staf reservasi untuk mengantisipasi masalah-masalah di dalam situasi apa pun.

***Kata Kunci: Masalah-masalah, Staf Reservasi, Kedatangan Tamu, Pemesanan Kamar.***