

**PROCEDURES AND LANGUAGE EXPRESSIONS OF HANDLING
CHECK-IN AT PURI SARON HOTEL BARUNA BEACH COTTAGES
UNDER NEW NORMAL CONDITION**

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ABSTRACT

The purpose of this study was to identify the procedures and language expressions of the check-in handling used in new normal conditions at Puri Saron Hotel Baruna Beach Cottages. This study used a descriptive design method. The instrument used was a questionnaire. The research subjects were 5 receptionists at Puri Saron Hotel Baruna Beach Cottages. Data were collected by distributing questionnaires to the research subjects. After conducting this research, the researchers found one additional procedure used in new normal conditions, namely checking the guest's temperature before checking in and using a hand sanitizer so that there are 12 check-in handling procedures and 10 procedures used in language expressions in handling check-in at the hotel Puri Saron Hotel Baruna Beach Cottages.

Keywords: Front Office Department, Receptionist, Procedure of Handling Check-In, Language Expressions

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ABSTRAK

Tujuan dari penelitian ini adalah untuk mengidentifikasi prosedur dan ekspresi bahasa penanganan check-in yang digunakan dalam kondisi new normal di Puri Saron Hotel Baruna Beach Cottages. Penelitian ini menggunakan metode desain deskriptif. Instrumen yang digunakan adalah angket. Subjek penelitian ini adalah 5 orang resepsionis di Hotel Puri Saron Baruna Beach Cottages. Pengumpulan data dilakukan dengan menyebarkan kuesioner kepada subjek penelitian. Setelah melakukan penelitian ini peneliti menemukan satu prosedur tambahan yang digunakan dalam kondisi new normal yaitu pengecekan suhu tamu sebelum check-in dan menggunakan hand sanitizer sehingga terdapat 12 prosedur penanganan check-in dan 10 prosedur yang digunakan dalam ekspresi bahasa dalam penanganan check-in di hotel Puri Saron Hotel Baruna Beach Cottages.

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