

**THE PROCEDURES AND LANGUAGE
EXPRESSIONS USED BY FRONT OFFICE STAFF IN
HANDLING WALK IN GUEST IN U PAASHA
SEMINYAK BALI**

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ABSTRACT

The purpose of the study is to know and learn more detail about procedure and language expression when handling walk-in guests at U Paasha Seminyak Bali. The subject of study are two front office staff at U Paasha Seminyak Bali. The questionnaire was given to the front office staff at U Paasha Seminyak Bali then the staff were fill the questionnaire as the data for collected. There are 10 procedures and 10 language expressions.

Keywords: front office, sections, procedure, language expression

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ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui dan mempelajari lebih detail tentang prosedur dan ekspresi bahasa saat menangani tamu walk-in di U Paasha Seminyak Bali. Subjek penelitian adalah dua orang staf front office di U Paasha Seminyak Bali. Kuesioner diberikan kepada staf front office di U Paasha Seminyak Bali kemudian staf mengisi kuesioner sebagai data untuk dikumpulkan. Ada 10 prosedur dan 10 ekspresi bahasa.

Kata - kata kunci: front office, bagian, prosedur, ekspresi bahasa