

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Front office is one of important departments at a hotel. Front office department is the first impression when guests stay at hotel. According to Vallen (1985:24), front office is indeed the heart and the hub and the nerve center of guest activities. Soenarno (2006:2) stated 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. Front office as a central of the information so when you as a receptionist you should have a good communication skills, friendly, always pay attention that guest needed and professional.

According to Yuni (2019) who identify about SOP (Standard Operational Procedure) handling walk in guest, language expression are used when handling walk in guest and problem walk in guest in Grand Palace Sanur. She found out 10 steps in handling walk in guest. We know that every hotel have different SOP (Standard Operational Procedure) in handling walk in guest. In this report, I would like to identify the SOP (Standard Operational Procedure) in handling walk in guest at U Paasha Seminyak Bali.

Research from Yuni (2019), when handling walk in guest at Palace Hotel Sanur Bali is by filling up the registration form for the guest manually. Meanwhile handling walk in guest at U Paasha Seminyak is do the online check in by filling up the registration at GOKAI, in case the guests refuse the online check in the staff proceed the guest to do manual check in. On my research, it will explain the procedure in handling walk in guest, the language expression used in handling walk

in guest.

This study is describing the procedure and language expression used in handling walk in guest at U Paasha Seminyak. It is expected to help other people in knowing more information about the procedure and the language expressions used when handling walk in guest at U Paasha Seminyak.

1.2 Statements of Problems

Based on the background of the study there some problems that should be described by the writer. There are:

1. What are the procedure of handling walk in guest in U Paasha Seminyak?
2. What are the language expressions when handling walk in guest in U Paasha Seminyak?

1.3 Purpose of the Study

The purpose of the research are:

1. To identify the procedure of handling walk in guest in U Paasha Seminyak.
2. To identify the language expressions when handling walk in guest in U Paasha Seminyak.

1.4 Significance of the Study

1. For the students

This report can increase the knowledge to the students about handling walk in guest. It can makes the students have a good skills and knowledge when handling guest.

2. For the Institutions

This report can as a reference at library so many people can learn more detail about handling walk in guest.