

CHAPTER I

INTRODUCTION

1.1 Background of Study

Indonesia is an archipelagic country that has long been known to other nations in the world. Besides being known as an archipelagic country, Indonesia is also known to have natural beauty and diverse customs as well as a country with a tropical climate, this is what attracts many tourists to come to Indonesia. The island of Bali is one of the islands known for its tourism, therefore it is no stranger to Bali to be the target of tourist visits, both domestic and foreign.

One of the supports for the advancement of tourism in the hotel business, namely as a means of accommodation for local and foreign tourists. So that tourists who want to use accommodation facilities get the impression that they can be pleasant, comfortable, safe and get satisfaction in receiving services during their stay at the hotel, hotel facilities must be improved as befits a five-star hotel and managed professionally. With the rise of the hotel business which is quite competitive, the trend of managing accommodation and service facilities should lead to a concept that prioritizes service and customer satisfaction with complete, comfortable, and quality products and facilities.

According to Drs. Agus Sulastiyono, M.Si in his book entitled “Techniques and Procedures for the Room Division in the Hotel Sector” in the series “Business Management of Tourism and Accommodation Services” published in 2006 namely “Hotels are companies or business entities that provide stay services for people – people who travel. According to Sulastiyono, to be able to use the services provided by the hotel owner, one must pay at a predetermined rate or price.

According to Agus Sambodo and Bagyono in a book entitled “The Basics of a Hotel Front Office” published in 2006 namely “Hotel is a place where classy travelers get lodging and dining services by renting. And the tenant is in a situation where it is possible to obtain the service.

So, from some of the statements, it can be concluded that a hotel is an accommodation that provides lodging, eating, drinking, and general services as well as other facilities that meet the requirements of comfort and are managed commercially.

The hospitality industry is a business entity engaged in services, also one of the important and absolutely necessary components in tourism activities in the provision of food and beverages, health, transportation, and other recreation including guest safety.

Holiday Inn Resort Baruna Bali, was first established in Bali in May 1992, and the assets were purchased by PT Menara Perdana in June 2007. Then in April 2008, a major renovation took place. Even one year fell in April 2009, Holiday Inn Resort Baruna Bali was officially opened, the name was taken from the hotel which, is located on the beach and is guarded by Dewa Baruna (the guardian of the sea).

Holiday Inn Resort Baruna Bali is a five-star hotel located at Jalan Wana Segara No. 33 Tuban, Bali, and is located in the Badung district, which is only a 10-minute drive from Ngurah Rai International Airport. This hotel has 193 rooms and is complete with supporting facilities. Holiday Inn Resort Baruna Bali is usually in great demand by domestic and foreign guests to vacation with their families. In The Covid -19 Pandemic season very impact on tourism in Bali. There are several procedures that must be followed during the Covid-19 Pandemic if you want to Stay in Holiday Inn Resort Baruna Bali.

1.2 Statements of the problem

- a. what are the job description of the front office staff at Holiday Inn Resort Baruna Bali?
- b. what are the requirement stay in Holiday Inn Resort Baruna Bali during the Pandemic?

1.3 Purpose of study

- a. To portray the job description of Front Office staff at Holiday Inn Resort Baruna Bali
- b. To portray the requirement stay in Holiday Inn Resort Baruna Bali

1.4 Significance of the study

- a. For the student

This report could increase the knowledge of students about the Front Office job description and Requirements stay in Holiday Inn Resort Baruna Bali. It can be good preparation for students before work in the tourism industry especially in Hotel or Villa.

- b. For the institution

This paper might be a benchmark for UNDIKSHA library and might be a useful resource for the other learners.

