

CHAPTER I

INTRODUCTION

1. Background of the Study

The front office is part of the division of the room. The front office is divided into two words, namely the 'front' is front and the 'office' is office. So the front office is one of the departments in the hotel that is responsible for accepting room bookings, carrying out the arrival & arrival process, and being the department in front of the hotel. In addition, the front office is a department that is the first impression and last impression in a hotel that will be remembered by guests. According to Soenarno (2000: 2), the front office is the ministry that handles customers, starting from a reservation until customers left the hotel (checking out). The department of the front office has a vital role and function in the hotel service. The front office is also an information center for guests because when the guest needs something, the guests should go to the lobby or just call the operator. In Shore Amora, most of the house guest used a phone call that provided by the hotel in the room. Therefore it is not enough for the front office staff to know about the hotel and its facilities but they also must know information outside of the hotel. The front office is also often an information center to other departments because this front office is a recipient of the information and next to the information will pass to other departments. The front office must build good cooperation with all departments in the hotel for good operation.

Handle Check in to PA means that the guest will pay directly through the hotel Electronic Data Capture "EDC". Some research has been created by one of the receptionists in Kuta Paradiso Hotel. The handling check-in to Personal Account has been conducted by Haldi (2017), His study took place at involving a Receptionist in Kuta Paradiso Hotel. He investigated for his assignment about the procedures used by the receptionist in handling check-in to Personal Account at Kuta Paradiso Hotel.

In this final project, I am as the writers will inform the procedures of handling check-in to personal accounts and the language expressions used for handling check-in. Personal account generally means "The Payment" system when the guest booking directly to Shore Amora Cangg

Hotel. Personal account can be processed with any kind of payment such as, by cash, credit card, debit card, or transfer bank.

I'm choosing Shore Amora Cangu as my place of study for my final project as this hotel has so many value such as, this is 1 of the best lifestyle resort hotel in Cangu and they have professional staff that can handle the guest carefully for staying in this hotel. And also on tripadvisor, there are so many positive comments while the guests stays there with the best hospitality by the staff.

This study is describing the procedures for handling check-in to personal account and language expression. This study purpose for the readers that will useful for practicing on front officers while checking in the guest to personal account and the readers would know about the procedures and the language expression used while handling check-in to PA.

2. Statements of Problems

Based on the background of the study above, several questions of this study can be formulated as follows:

1. What are the procedures done by the front officers at Shore Amora Cangu Hotel in handling check in to personal account?
2. What are the language expressions used by the front officers at Shore Amora Cangu Hotel in handling check in to personal account?

3. Objectives of the Study

Based on the statements of problem above, the objectives of this study can be described as follows:

1. To describe the procedures of handling check in to personal account front officers at Shore Amora Cangu Hotel.
2. To describe the language expressions of handling check in to personal account used by front officers at Shore Amora Cangu Hotel.

4. Significance of the study

The results of study were expected to be beneficial to the students and institution.

1. For the students

This report could increase the knowledge of the students about how to handle check-in to personal account process. It could be good preparation for them before they get the job in the hotel especially as a professional front officer.

2. For the institutions

This report could be a reference at the library in Ganesha University of Education and it would be a perfect reference for students who want to do the same research.

