

# **THE PROCEDURES AND THE LANGUAGE EXPRESSIONS USED IN HANDLING GUESTS AT THE TOURISM OFFICE OF BULELENG REGENCY**

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## **ABSTRACT**

This research aims to observe the procedures and the language expressions used when handling guest visits at the Tourism Office of Buleleng Regency. The procedures and the language expressions will be discussed in two departments, they are the front office department and the financial department. The author also gives the example of the procedures and the language expressions used when handling the visiting guests. With the topic to be discussed, it is hoped that readers can gain knowledge about the procedures and the language expressions used when handling guest visits.

*Keyword : Procedures and Language Expressions*

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USED IN HANDLING GUESTS AT THE TOURISM OFFICE  
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Penelitian ini bertujuan untuk mengamati tata cara dan ungkapan bahasa yang digunakan saat menangani kunjungan tamu di Dinas Pariwisata Kabupaten Buleleng. Prosedur dan ekspresi bahasa akan dibahas di dua departemen, yaitu departemen front office dan departemen keuangan. Penulis juga memberikan contoh tata cara dan ungkapan bahasa yang digunakan saat menangani tamu yang berkunjung. Dengan topik yang akan dibahas, diharapkan pembaca dapat memperoleh pengetahuan tentang tata cara dan ungkapan bahasa yang digunakan saat menangani kunjungan tamu.

*Kata Kunci : Prosedur dan Ungkapan Bahasa*