

CHAPTER I

INTRODUCTION

1.1 Background of Study

How to handle guest is the most basic skill that must be possessed by actors in every tourism sector. In handling guests, certainly several basic references or regulations must be understood by all actors in the tourism sector. Especially in Bali which is famous for its wide tourism sector. Therefore, it is proper to understand well about how to serve guests. Not only in the tourism sector but in government office knowledge of good and correct service procedures is required.

In carrying out a service to guests visiting the Buleleng Regency Tourism Office, it is necessary to pay attention to the procedures and the correct language expressions. According to Schnurr (2013), it is important to pay attention to the language expressions, because all the employees will handle visiting guest must use the good language expressions. Therefore, it is appropriate to learn as good as possible about the correct language expressions that use to handle guests visit.

In addition to paying attention to the language expressions, all employees must also follow existing procedures when handling visiting guest. According to Wahyu (2017), serving guests visit must be learnt well by all the employees of the Buleleng Regency Tourism Office, because this is important. The procedures for handling visiting guests are as follows: greet well, give good attention, offer good help, listen very well, and can guide visiting guests. This research will discuss the procedures and language expression for serving visiting guests in the Buleleng Tourism Office.

Buleleng Regency Tourism Office is one of the government offices, located at Kartini Street No. 6, Singaraja. There are many departments in the office, including front office department, finance department, planning department, secretary department, tourism destination department, tourism

resources department, promotion department, and industry department. The location of the tourism resources department, promotion department, and industry department is on the second floor. The location of the front office department, finance department, planning department, and secretary department is on the first floor. All of the department have a different job and have the different procedures that must be well understood by all employees.

However, in this study, the point being the focus is on the procedures and language expressions on handling guests who visit the front office department and the finance departments. This study also aimed to provide an explanation of what language expressions are normally used when handling the visiting guests.

1.2 The Statements of Problems

The problems of this study are :

1. What are the procedures of handling guest visit at Buleleng Tourism Office?
2. What are the language expressions used for handling guest visit at Buleleng Tourism Office?

1.3 Purposes of The Study

The objectives of this study include:

1. To describe the procedures of handling guest visit at Buleleng Tourism Office.
2. To describe the language expressions for handling guest visit at Buleleng Tourism Office.

1.4 Significance of The Study

The purposes of this research are:

1. For Students

This study will be beneficial for students who will have a training at the Buleleng Regency Tourism Office. Furthermore, the author also hoped that the students will paying attention to the language expressions and the procedures so that they handle visiting guests properly and correctly. It can make future services better.

2. For Future Researcher

There are still a lot of mistakes in the language expressions by the employees when serving visiting guests. Hopefully, there will be no more problems in the future with the language used when serving guests visit. The author also hopes this research can be the reference for next research about procedures and language expressions.

