CHAPTER I

INTRODUCTION

1.1 Background of the study

The development of the tourism industry has led to the emergence of various companies that provide all kinds of needs and services to the community. One of the service providers which is part of the tourism industry is a hotel.

According to Tarmoezi and Manurung (2007) hotel is a building that provides the rooms with the supporting facilities such as the food and beverage. Based on that definition, hotel also offers various facilities required by guests not just providing rooms. As an effort to improve quality, hotels will try to provide all the needs of their customers with good and efficient service.

In creating maximum service, the hotel has several departments that cooperate with one another. The front section of the hotel is the Front Office Department, this department has a very important role in welcoming guests for the first time when they arrive and will stay overnight and also give them the last impression when they are check-out. Front Office (FO) department has divisions or sub-departments in handling any existing work and is under the coordination of an FO Manager, such as Reservation, Telephone Operator, Bell Boy, Receptionist and others. Receptionist is one of the important section in front office. Newly arriving guests will go to the front office counter first to register or collect room keys, when near the counter they will be greeted by a receptionist behind the counter. A receptionist will warmly welcome guests to greetings, welcome greetings and offer assistance, with a friendly but deft smile. A receptionist is an important person for guests and hotels, for guests the reception staff is the most frequently contacted person during their stay. For hotels, the receptionist is a person who creates and maintains a good image and makes guests want to come back to the hotel.

The front office is the most influential department in a hotel because it is the front office that will meet guests for the first and last time so the front office is often said to be "the first and last impression to the guest"

The study of procedure and language expression has been conducted by Arisma (2017). Her study was conducted at receptionist in The Lovina Bali Resort. She investigate about the procedure and language expressions used by receptionist in handling check in at The Lovina Bali Resort. She found out twelve procedure and nineteen language expressions used by receptionist in handling check in at The Lovina Bali Resort.

However, due to the COVID-19 pandemic, there have been many changes in the operational system of a hotel, including the U Paasha Seminyak Hotel Bali. U Paasha is one of the hotel that was closed for eight months due to the influence of COVID-19 pandemic, but on November 1th U Paasha re-opened and now implementing an online check-in system as an alternative to create comfort and safety for guests in the midst of this COVID-19 pandemic. In implementing the new online check-in system, it requires the use of language or language expressions that are appropriate and oriented to guest satisfaction.

Considering the explanation above, the author identified the procedure and language expressions used by front office staff in handling check in at U Paasha Seminyak Hotel.

It is expected that is beneficial for the enrichment of English for specific purposes studies and for further researcher on similar topic.

1.2 Statements of the problems

Based on the background, there are two problems that can be formulated as follows:

a. What are the procedure of handling check in at U Paasha Seminyak Hotel?

b. What are the language expressions used by front office staff in handling check in at U Paasha Seminyak Hotel?

1.3 Purpose of the study

The purpose of the study are:

a. To describe the procedure of handling check in at U Paasha Seminyak Hotel

b. To identify the language expression used by front office staff in handling check in at U Paasha Seminyak Hotel

1.4 Significance of the study

a. For Students

This researcher is useful for the students to get more information about the process and language expressions of handling check in, especially the procedure and language expressions used by front office staff at U Paaasha Seminyak Hotel.

b. For the institutions

This research can be an additional information for those who will conduct research in the same field.