# CHAPTER I

# INTRODUCTION

## 1.1 Background of the Study

Bali is famous for its nature, culture, foods, and the friendly people that can attract tourists around the world to spend their time in visiting this beautiful island. It is not surprised if there are many hotels covered this island. They are easily to find out in the nearest tourism attraction and center of the city which there are many restaurants, bars, and beach clubs. So, that makes the tourists prefer staying in the hotel as a home far away from home.

According to Sulastiyono (2011: 5), Hotel is a company that provides room facilities, foods, beverages, and any other facilities such as pool, restaurants, and so on which managed by the owner commercially for the people who would like to travel and are able to pay with the reasonable amount in accordance with the services received without special agreements. Hotels generally consist of several departments. One of them is Front office. This department is the first and the last impression of the hotel guest which is responsible for welcoming guests, assisting the guest registration, providing any hotel information, handling complaints, etc. Front office department consists of Reception, Telephone operator, Cashier, Concierge, and Bellboy.

One of the important roles in Front office which is responsible in carrying the guest luggage is Bellboy. According to Bagyono (1997:7), Bellboy is a hotel staff who responsible to handle the guest luggage upon guest arrival (check-in) and departure (check-out) or in the situation where the guest should move to another rooms (room change). Based on that problem, the writer would like to identify the steps, language function and expression used by bellboy when handling the guest luggage upon guest arrival and departure in Puri Dibia hotel.

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**1.2    Statements of Problems**

Based on the background of the study there some problems that should be described by the writer. There are:

1.2.1 What are the steps performed by bellboy when handling guest luggage upon guest arrival (check-in) in Puri Dibia hotel?

1.2.2 What are the steps performed by bellboy when handling guest luggage upon guest departure (check-out) in Puri Dibia hotel?

1.2.3 What are the language expressions and function used by bellboy in handling guest luggage upon guest arrival (check-in) in Puri Dibia hotel?

1.2.4 What are the language expressions and function used by bellboy in handling guest luggage upon guest departure (check-out) in Puri Dibia hotel?

**1.3    Purpose of the Study**

The purpose of the research are:

1. To identify the steps performed by bellboy when handling guest luggage upon guest arrival (check-in) in Puri Dibia hotel.

2. To identify the steps performed by bellboy when handling guest luggage upon guest departure (check-out) in Puri Dibia hotel.

3. To identify the language expressions and functions used by bellboy in handling guest luggage upon guest departure.

4. To identify the language expressions and functions used by bellboy in handling guest luggage upon guest departure.

**1.4    Significance of the Study**

1.4.1 For the students

A) The students will know the steps performed by bellboy when handling guest luggage upon guest arrival or departure.

B) The students will know the language expressions and functions used by bellboy when handling guest luggage upon guest arrival or departure.