

THE ROLE OF FRONT OFFICE AT DUEG HOSPITALITY AND ENGLISH COURSE SINGARAJA

TUGAS AKHIR

Diajukan Kepada

Universitas Pendidikan Ganesha

Untuk memenuhi salah satu persyaratan dalam

Menyelesaikan Program Studi Diploma III Bahasa Inggris

Jurusan Bahasa Asing



Oleh

Putu Asrie Karmelia Ainidewi

NIM 1802041018

PROGRAM STUDI DIPLOMA III BAHASA INGGRIS

JURUSAN BAHASA ASING

FAKULTAS BAHASA DAN SENI

UNIVERSITAS PENDIDIKAN GANESHA SINGARAJA

2021

TUGAS AKHIR

**DIAJUKAN UNTUK MELENGKAPI TUGAS DAN
MEMENUHI SYARAT-SYARAT
UNTUK MENCAPAI GELAR AHLI MADYA**



Pembimbing I,

Pembimbing II,

Ay A

Dr. Ni Luh Putu Sri Adnyani, S.Pd., M.Hum.
NIP 197803112003122001

D. Suarcaya

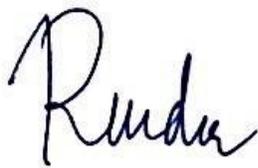
Dr. Duta Suarcaya, S.pd., M.Sc.
NIP 197310032000121001

Tugas akhir oleh Putu Asrie Karmelia Ainidewi ini

telah dipertahankan di depan dewan penguji

pada tanggal 8 Juli 2021

Dewan Penguji,



Dr. Dewa Putu Ramendra, S.Pd., M.Pd.

(Ketua)

NIP. 197609022000031001



I Made Suta Paramarta, S.Pd., M.Hum.

(Anggota)

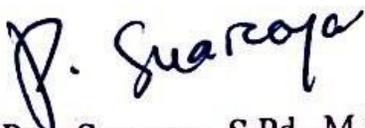
NIP. 197807102002121002



Dr. Ni Luh Putu Sri Adnyani, S.Pd., M.Hum.

(Anggota)

NIP. 197803112003122001



Dr. Putu Suarcaya, S.Pd., M.Sc.

(Anggota)

NIP. 197310032000121001



PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul “The Role of Front Office at Dueg Hospitality and English Course Singaraja” beserta isinya merupakan karya saya sendiri dan saya tidak melakukan penjiplakan. Saya juga mengutip dengan cara-cara yang sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung segala resiko/sanksi yang dijatuhkan apabila ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini.



Singaraja, 21 Juni 2021



(Putu Asrie Karmelia Ainidewi)

ACKNOWLEDGEMENT

First of all, the writer would like to thank Ida Sang Hyang Widhi Wasa because of his blessing, this final project with the title "The Role of Front Office at Dueg Hospitality and English Course Singaraja" can be accomplished. In this opportunity, the writer would like to thank all of them who contributed to writing this final project, those who have helped the writer are :

1. Dr. Ni Luh Putu Sri Adnyani, S.Pd., M.Hum. and Dr. Putu Suarcaya, S.Pd., M.Sc. as the supervisors. Thank you for your guidance, support, correction, and helpful suggestions.
2. All of the Diploma III English Study Program lecturers who shared their knowledge and assisted me for three years.
3. Parents and family of its writer. Thank you for your support and suggestion. Thank you for your financial assistance as well.
4. Thank you to the writer's classmates, friends, and everyone else who cannot be named directly and one by one.

Finally, the writer realized that this final project is not totally perfect. Any suggestions and criticisms will be welcome to help the writer to improve this final project. The writer hopes this final project can be useful for those who need some information and want to learn about the front office in the general office, especially at Dueg Hospitality and English Course Singaraja.

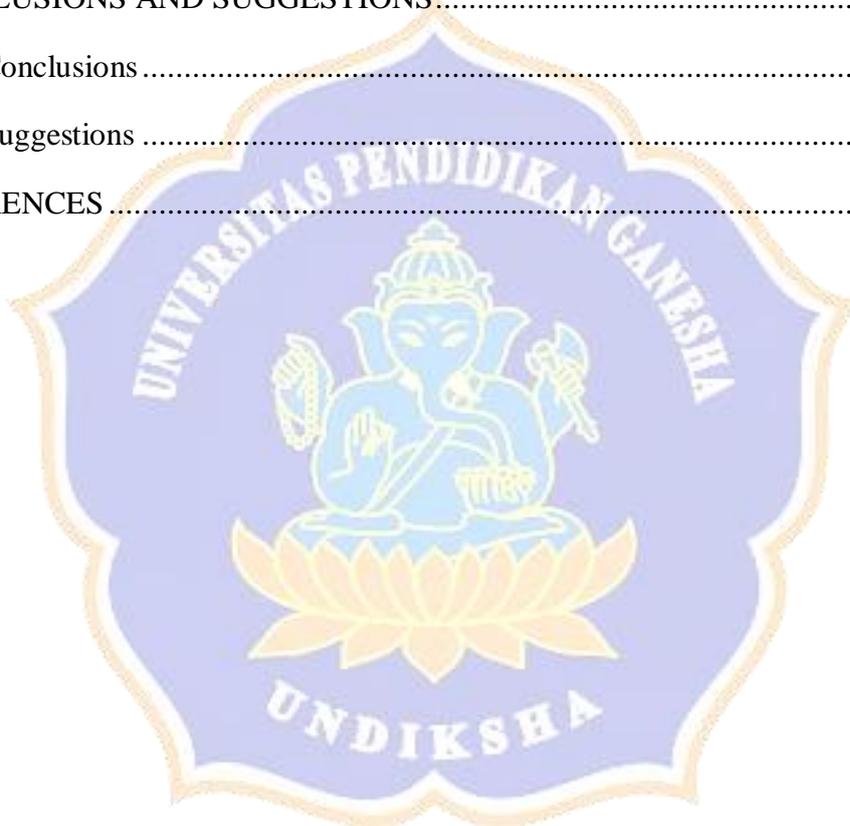
Singaraja, June 21, 2021

The writer

TABLE OF CONTENT

ACKNOWLEDGEMENT	i
ABSTRACT	ii
TABLE OF CONTENT.....	iii
LIST OF TABLE.....	v
CHAPTER I	1
INTRODUCTION	1
1.1 Background of Study.....	1
1.2 Scope of Study	2
1.3 The Statement of Problem	2
1.4 The Purpose of Study	2
1.5 Significance of The Study.....	3
CHAPTER II	4
REVIEW OF RELATED LITERATURE	4
2.1 Front Office Department.....	4
2.2 Job Description of Front office	5
2.3 Procedures of handling customers.....	5
CHAPTER III.....	7
RESEARCH METHOD.....	7
3.1 Research Design	7
3.2 Source of The Data.....	7
3.3 Research Instruments.....	7
3.4 Data Collection.....	8
3.5 Data Analysis	8
CHAPTER IV.....	9

FINDINGS AND DISCUSSIONS	9
4.1 Findings	9
4.1.1 Job Descriptions of Front Office at Dueg Hospitality Singaraja	9
4.1.2 Procedures of Handling Customers at Dueg Hospitality and English Course Singaraja	10
4.2 Discussions.....	13
CHAPTER V	15
CONCLUSIONS AND SUGGESTIONS.....	15
5.1 Conclusions.....	15
5.2 Suggestions	15
REFERENCES	16



LIST OF TABLE

Table 4.1.1 Job Description of Front Office at Dueg Hospitality and English Course Singaraja.....	9
--	---

