

FINAL REPORT
The Observation of Services Given by Bellboys at Hotel Aryaduta
Palembang



This final report is written to fulfill the requirement in finishing a study at English
Department

BY

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MOTTO AND DEDICATION

**“Do n’t be afraid to move, because the distance of 1000 miles starts
by a single step.”**

DEDICATED TO:

- MY BELOVED FATHER AND MOTHER**
- MY BELOVED BROTHER AND SISTER**
- MY FRIENDS AT ENGLISH DEPARTEMENT**
- *ARINDA OKTAVINA, 108 CREWS AND***

TRIANTAMA HOTEL

PREFACE



First of all, the writer would like to perform the gratitude to Allah SWT for giving the outstanding mercy and blessing for the writer in finishing this final report on time. This report is written to fulfill the requirement for Diploma III education accomplishment at English Department State Polytechnic of Sriwijaya with the title “The Observation of Services given by Bellboys at Hotel Aryaduta Palembang”.

The writer realized that this final report is still far from being perfect because of limitation of source, time, or even knowledge. Therefore, comments and suggestion from the readers are needed. The writer really expects that this report can be useful to give information and enlarge the knowledge about “The Services given by Bellboys at Hotel Aryaduta Palembang”.

Palembang, July 2014

The writer

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I would like to accept criticisms or suggestions from the readers. I realize that this final report is still far from the word “perfect” due to my limited knowledge. The last but not the least, I wish that this final report will be beneficial to the readers.

Palembang, June 2014

Writer

ABSTRACT

THE OBSERVATION OF SERVICES GIVEN BY BELLBOYS AT HOTEL ARYADUTA PALEMBANG

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The purpose of the final report is to identify what services are given by bellboys at Hotel Aryaduta Palembang. The writer used qualitative method in which the writer identified, categorized, and then analyzed the services given by bellboys at Hotel Aryaduta Palembang and also interpreting the data whether the services given by bellboys are suitable with the expert theories. Based on the findings the writer concluded that the services given by bellboys at Hotel Aryaduta Palembang are to maintain a high standard of grooming at all times, to provide a courteous and professional service at all time, to assist the guests carrying their luggage, to the receptionist table or their room, to escort the guests to the receptionist table, and the other services and responsibilities based on Standard Operational Procedure and almost all the bellboys at Hotel Aryaduta Palembang had done their job fit with the Standard Operational Procedure but, the writer found some duties in Concierge division which are not appropriate with the Standard Operational Procedure (SOP).

Key words: hotel, service, bellboys, standard operatinal procedure

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