

## CHAPTER I

### INTRODUCTION

#### 1.1 Background

Nowadays, most people use an accommodation service in their activities, such as working, travelling, studying and so on especially for those who need to go to another city or even to the other countries. There are several types of accommodation, such as inns, resorts, motels and hotels. “A hotel is one type of accommodation that uses part or all parts for an accommodation, food and beverage providers, and other services for the general public commercially run” (Ministerial Decree No. Km 94/HK103/MPPT Parpostel 1987). Most people prefer to stay in hotel because, hotel usually has more facilities than the others. MacArthur (2012:1) says he is pampered by the quality hotels and makes him feel like a royal spending lives in the lap of hotel luxury and convenience.

According to Lawson (1976:27) hotel is a public housing facilities for travelers by providing room services, food and beverage providers and accommodation with the payment terms. A hotel can run its functions effectively, because it is supported by some departments, and each department has their own functions. There are eight departments in a hotel. They are, *Front Office, Housekeeping, Food and Beverage Product, Food and Beverage Service, Security, Engineering, Sales and Marketing, Accounting, and Human Resources Department.*

Front Office department is the central point of the entire hotel activities. Agusnawar (2004:1) says that Front Office department is a hotel department which is related to the guest with complex duties and functions directly. Furthermore, Soenarno (2006:2) cites that Front Office department as one of the departments handles the room procedures started from reservation, check in and check out processes. It means that the Front Office Department gives first and last impression

to the guest. Trizno and Manurung (2000:25) classify the Front Office Department into six sections. They are *reception, reservation, information, front office cashier, telephone operator, and concierge (uniformed service)*. But in general most hotel has five sections in The Front Office department, because they considered the *front office cashier* and *reception* is better joined in one section. They are *Reservation, Reception, Information, Telephone Operator, and Concierge*, and it is also applied in Hotel Aryaduta Palembang.

Concierge is one of the divisions in Front Office department which has important role in a hotel. Jerome (1980:54) states that concierge is an integral part of the registration and provides the most personalized guest service. Moreover, Medlik (1980:40) says that concierge serves the guest arrivals and departure from hotel. In hotel Aryaduta Palembang, the staffs in the concierge division are doorman, bellboy, airport representative officer and driver.

Bellboy has a responsibility in handling the luggage when guests do the check in process, change their room and do the check out process and so on. Darsono (2001:1) says that the bellboy serves the first service when the guests come and this impression will bring them a good memory as repeated customers. When the guests come and stay in a hotel and have good impression then hopefully they will comeback later. Bellboys value a customer is a big thing for a stranger to the place, and this is why most travellers want to be treated sincerely right. The good work of bellboy can influence the guests to stay longer in the hotel or becomes a repeated guest.

According to the explanation above, the writer is interested in writing about the service given by Bellboys at Hotel Aryaduta Palembang. The title of this report is The Observation of Service Given by Bellboys at Hotel Aryaduta Palembang.

## **1.2 Research Question**

- What services are given by the bellboys at Hotel Aryaduta Palembang?
- Do they apply the services based on the standard operating procedure?

## **1.3 Research Purposes**

To identify what service is given by bellboys at Hotel Aryaduta Palembang

## **1.4 Benefit**

The benefit of the research is to give knowledge to the students of Polytechnic Sriwijaya concerning the services given by bellboys in Hotel Aryaduta Palembang based on job training experiences.