

FINAL REPORT

RECEPTIONISTS' SERVICES IN HANDLING CHECK-IN AND CHECK- OUT AT THE ARYADUTA HOTEL PALEMBANG



**The final report is written to fulfill one of the requirements for Diploma III
Educational accomplishment at English Department**

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**STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG**

2016

APPROVAL SHEET

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OUT AT THE ARYADUTA HOTEL PALEMBANG**



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PREFACE

First of all, the writers would like to say thank to Allah SWT for the blessing the writer, so that the writer can finish the Final Report entitled “Receptionists’ Services in Handling Check-in and Check-out at The Aryaduta Hotel Palembang”. The report is written to fullfil the requirement that must be taken in English Departent, State Polytechnic of Sriwijaya. This report has been written since March until July 2016. On this occasion, the writer expresses the appreciation to al those who have been involve in the making process of this report, which the writer can not mention one by one. The writer consider that there are still some mistakes in writing this report, it is caused by limitation experiences, ability and knowledge the writer has. Therefore, the writers expect the readers can give suggestions and critics for the final report. Finally the writers expect that this report can give information, advantages and usefulness especially for the students of English Department at State Polytechnic of Sriwijaya.

Palembang, July 2016

The writer

ACKNOWLEDGEMENT

The writer would like to thank to Allah SWT for the mercy that has been given to the writer could finish the final Report on schedule. The writer also would like to send regard to the noble prophet Muhammad SAW for remembering in every kindness and warning in every fault. The purpose of writing this report, which is entitled “Receptionists’ Services in Handling Check-in and Check-out at The Aryaduta Hotel Palembang” is to fulfill the requirement of Final Report Project.

Dealing with this report, the writer has much assistances, supported advice from lectures, family and friends. In this occasion, the writer would like to thank to:

1. My lovely Parents who had given me their best love, advice, support and sincere prayers in finishing this final report.
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ABSTRACT

RECEPTIONISTS' SERVICES IN HANDLING CHECK-IN AND CHECK-OUT AT THE ARYADUTA HOTEL PALEMBANG

(Rizka Aulia Shabrina, 35 pages, 3 tables, 2016)

The purpose of this research is to know how the receptionists handle check-in and check-out at The Aryaduta Hotel Palembang. The data were collected by observing the receptionists and give the questionnaires to the guest about receptionists' services in handling check-in and check-out in The Aryaduta Hotel Palembang. The finding show, there are two procedures done by receptionists at The Aryaduta Hotel Palembang when they handle check-in and a procedure done by receptionists at The Aryaduta Hotel Palembang when they handle check-out. There are similarities of the way receptionists handle check-in and check-out at The Aryaduta Hotel Palembang with the Tarmoezi and Manurung's (2007) theory and Sambodo and Bagyono's (2006) theory. The writer takes the conclusion from the data analysis for this final report.

MOTTO AND DEDICATION

Motto

*“Sometimes the devil promises us a piece of heaven.
Sometimes darkness disguises itself as light.
Be careful, be strong, be wise” - R. H. Sin*

This final report is dedicated to

- Allah S.W.T.
- My beloved Parents
- My beloved sisters
- My lecturers in English Department,
State Polytechnic of Sriwijaya.
- All of my classmates in 6BB class.

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