

# CHAPTER I

## INTRODUCTION

### 1.1 Background

A hotel is an accommodation that provides services and facilities for guests to stay. Endar and Sri (2003, p.8) state that hotel is a commercial building to provide lodging services and facilities for public such as lodging, luggage, food and beverage, and laundry. Most hotels and major hospitality companies have set industry standards to give service for guests. There are some departments in the hotel can give service for guest, one of departments is front office.

According to Bagyono (2006, p.21), front office is a department in the hotel that is located in the front and precisely not so far from the front door or the hotel lobby. Front office department is a department that directly meets the guests when the first time guests come to the hotel. Front office department has functions and responsibilities which are important in giving a good impression to the guests before the guests get service when they come to stay in a hotel. One of sections in the front office department that provides direct services to the guests is reception section.

Hotel reception section has responsibilities for carrying out its daily activities. Darsono (2001, p.46) state that the responsibilities include welcoming guests, answering telephone, giving information, handling check-in and check-out, handling guests change room, and providing the guests needs while guest stay in the hotel. All the responsibilities should be fulfilled by the receptionist to make the activities in the hotel can be running well. The reception section also needs to be professional at all times and to ensure guests comfort, to make guests satisfied with the services provided by receptionists.

Receptionists are persons who work at the reception section. Sambodo and bagyono (2006, p.129) state that reception services not only include handling of guests arrived (check-in), but also includes guest service check-out, and guests who want a room change. Therefore, the registration process becomes a moment

that will be remembered by guests during stay at the hotel. How a receptionist treats guests during the registration process or check-in could affect whether the guest decides to come back again to stay at the hotel or not.

The receptionists should give excellent service when carrying out the responsibilities handling check-in and check-out to make guests satisfied with the service. Excellent service is the process by which a person or an organization provides services in a way accordance with the procedures that have been set to make the guests feel satisfied and pleased with the services provided.

When the writer did the job training in the front office department at The Aryaduta Hotel Palembang, the writer found receptionists at The Aryaduta Hotel Palembang daily give the excellent service to the guests while greeting the guest, giving information, handling check-in and check-out for guests. But, there are complaints arisen from some guests who want to check-in and check-out at Aryaduta Hotel Palembang in high season and weekend day. As a five-star hotel, receptionists at The Aryaduta Hotel Palembang should always give the excellent service and provide satisfied while handling check-in and check-out for the guests.

According to the explanation above, the writer is interested in writing the final report entitled *Receptionists' Services in Handling Check-in and Check-out at The Aryaduta Hotel Palembang*.

## **1.2 Research Focus**

In this report, the witer will focus about Receptionists' services in handling check-in and check-out at The Aryaduta Hotel Palembang.

## **1.3 Problem Formulation**

1. How do the receptionists at The Aryaduta Hotel Palembang handle guests check-in?
2. How do the receptionists at The Aryaduta Hotel Palembang handle guests check-out?

#### **1.4 Research Purpose**

The purpose of this study is to find out Receptionists' services in handling check-in and check-out at The Aryaduta Hotel Palembang.

#### **1.5 Research Benefit**

This research findings are intended to give information and provide The Aryaduta Hotel Palembang with information about receptionists services in handling check-in and check-out, whether they work based on procedure and whether give excellent service for guests.