

CHAPTER II

LITERATURE REVIEW

2.1 Hotel

A hotel is a building that provides rooms, food and drink for the guests staying, as well as other facilities that are needed and managed professionally for profit (Rumekso, 2002, p.2). Moreover, Sambodo and bagyono (2006, p.3) state that hotel is the type of accommodation managed for commercial purposes, provided for the person or group of people, providing lodging services, food and beverage and other services according to needs and technologies. Furthermore, Budi (2013, p.2) states that hotel is one of the businesses engaged in services for profit by providing guests with services including front office service, housekeeping service, food and beverage, MICE and leisure.

From those statements, the writer concludes that a hotel is a building managed for commercial purpose that provides lodging services, food, beverage and other facilities for the person or group of people who come to stay.

There are some departments in the hotel including front office department, housekeeping department, food and beverage department, sales and marketing department, accounting department, and human resources department.

2.2 Front Office Department

Front office department is one of the departments in a hotel that is in the front that can provide direct services to the guests. According to Sambodo and Bagyono (2006, p.41), the front office is one of the most important parts that absolutely must exist in a hotel organization. The front office is generally located in the front of the hotel buildings to be easily viewed and acquired by guests. Moreover, Tarmoezi and Manurung (2007, p.18) front office is a department that is responsible for the sale of hotel rooms systematically from the reservation until giving the room to the guests and providing information services for the guests during their stay in the hotel. Furthermore, Andrews (2008, p.102) states that front

office is the heart of the hotel that makes room reservation, registers guests into the hotel, provides the guest with information during their stay and maintains their master bills.

From those statements, the writer concludes that front office department is a department in the hotel that is located in the front of the hotel which has responsibilities for selling rooms, handling reservations, registering guests into the hotel and providing information service for the guest during their stay.

There are some sections in front office department; they are front desk or reception section, reservation section, information section, guest relation officer section, telephone operator section and concierge section. A person who has duty in the front desk or reception section is called a receptionist.

2.3 Receptionist

A receptionist is a person who first meets with the guests and gives the first impression for guests when arriving in the hotel (Agusnawar, 2004, p.49). According to Andrews (2008, p.104) the receptionist receives and welcomes the guest on behalf of the hotel. Moreover, Sugiarto and Sulartiningrum (2003, p.44) define a receptionist as a staff of a hotel that has main duty to serve the guests who will check in and process it, so as to obtain the desired room in a pleasant way and other related duties according to the job description. Furthermore, Tarmoezi and Manurung (2007, p.34) state that a receptionist has main duty responsible for receiving guests check-in and-check out.

According to Agusnawar (2004, p.54), there are some duties and responsibilities of receptionists. The duties include;

1. keeping the accuracy of room shelves (if the hotel operated manually);
2. checking the reservation that will arrive (check-in) today and the readiness of the room based on expected arrival list, today's reservation rack and correspondent reservation

Before the room is blocked, the rooms must set (room assignment);

3. counting the number of available rooms (whether still or not the room is being sold today). This is especially when the occupancy rate is high;
4. making preparations for vip guests;
5. making preparations for group guests;
6. receiving individual guests who come walk-in guest;
7. receiving individual guests who come with reservation;
8. receiving the VIP guests;
9. receiving the group guests;
10. writing a report on the details of the room sales;
11. writing summary report of the room sales;
12. writing a report on the guests in the house list;
13. arranging report the guests expected departure list;
14. handling guests who *check-out*;
15. handling the guests who change rooms;
16. handling guests complaints;

2.4 Service

Service is process of fulfilling the needs through the activities of others directly (Moenir, 2005, p.47). According to Brata (2003, p.9), a service will be formed due to the provision of certain services from the service provider to those are served. Moreover, Kotler (2003, p.85) states that the services are any action or activity that can be offered by someone to another, essentially intangible and does not result in any ownership. Furthermore, Schiffman and Kanuk (2004, p.191) explain that the services are an important thing, because the increased service can improve customer satisfaction and at the same time can increase profits for the company.

From those statements, the writer concludes that service is a process of fullfilling cutomers needs that are intangible to make the customers satisfied and give profits for the company.

2.5 Receptionists' Services in handling Check-in

Sambodo and Bagyono (2006, p.129) state that receptionists' services not only include handling guests arrival (check-in), but also handling the guests departure (check-out), and guests who want to change room. Therefore, the registration process becomes a moment that will be remembered by the 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.

According to Tarmoezi and Manurung (2007,p.75) receptionist's services in handling check-in are as follows :

1. A receptionist greets guests who come to the counter according to the situation and time, politely and friendly, and ask what their needs.
2. The receptionist asks the guests' names and whether the guests have made a reservation in advance when the guests say they are going to check in.
3. The receptionist looks for a registration card that have been prepared and gives the registration card to the guests to fill their data and sign it when the guests have made a reservation the previous day.
4. The receptionist checks record that have been made by the reservation clerk to find out how payments and find an available room for the guests while the guests fill out a registration card with the data.
5. The receptionist confirms to guests regarding the length of they stay in case there is a change and after all is clear the receptionist prepares the room key and all the amenities that the guests will be obtained, such as the welcome drink vouchers, breakfast vouchers and others.
6. The receptionist checks registration card filled in correctly and completely, after completing a registration card.
7. The receptionist asks the guests regarding the method of payment whether by cash, credit card or paid by the company, after all required data is obtained and there is no guarantee letter.

8. The receptionist borrows a credit card from the guests for a while, when the guests pay by credit card.
9. The receptionist clerk has to check the date of arrival and the name, type and number of rooms, when the guests accommodation expenses paid by the company, the guests must present a guarantee letter from the companies concerned.
10. The receptionist hands the key, according to the agreement time booking the facility, tells the guests room number and floor, shows how to use the elevator and asks if the guests bring baggage or not, after all of the above process is done.
11. The receptionist asks their baggage card and writes down the guests' room number and handed it to the bellboy, if the guests bring baggage.
12. The receptionist says thank you and have a nice rest, when guests want to leave the counter.
13. The receptionist gives brochures and price lists to the guests for the guests who come to counter without reservation before (walk-in guest).
14. The receptionist hands the registration card to be filled by the guests, if the guests agree with the price and the facilities to be obtained. Receptionist looks for vacant rooms and determines which rooms can be occupied while the guests fill out a registration card and further continued with the next procedure 5-12.
15. The receptionist updates the data contained in the computer completely, after the guests left the counter.

Moreover, Sambodo and Bagyono (2006, p.176) provide receptionist's services in handling check-in completed with some language expressions:

1. Greeting, welcoming and offering assistance
To welcome and offer help, greet guest accordance with the time, say:
"Good morning, Sir. Welcome to Ritz Carlton, how may I help you?"
2. Asking for guest reservation
To ask whether guest has a reservation, say: *"Have you made reservation?"*

3. Asking for voucher or guarantee letter
To ask voucher or guarantee letter, say: *“Could I have your Guarantee letter?”*
4. Confirming guest reservation
To reassure the guest reservation: *“Let me just check your reservation.”*
5. Offering types of room
To offer different types of rooms to guests, say: *“we have standard, superior, deluxe and suit.”*
6. Closing room selling
To ask for guest room, say: *“Have you dicide what room you will take, Sir?”*
7. Informing room rates
receptionist convey price of the room, say: *“The rate for superior is Rp. 350.000/ night, Sir.”*
8. Responding dicount for room rates
Responding to requests for price discounts or special room price, say: *“Yes we can offer a 20 percent reduction on room.”*
9. Asking number of room
To ask for the desired number of guest rooms, say: *“How many rooms do you require?”*
10. Asking length of stay
To ask for length of guests stay, say: *“How long will you be staying?”*
11. Checking room status
If rooms are available, say: *“The rooms that you require are available.”*
If room is not available, say: *“We are sorry madam, the deluxe room is not available at this moment.”*
To provide other alternatives, say: *“We still have another rooms better than the room you require.”*
12. Asking guest to fill registration card
To ask guest to fill registration card, say: *“Could you complete this registration card an just sign it at the bottom, please?”*

13. Rechecking registration card

To ask guests to complete registration card, say: *“Where will you be going next, Sir?”*

14. Asking method of payment

To ask method of payment, say: *“Will you paying by credit card or cash?”*

15. Asking for a room deposit

To ask for a room deposit, say: *“Would you mind giving us a room deposit?”*

16. Borrowing credit card

To Borrow guest’s credit card, say: *“May I borrow your credit card for a second?”*

17. Giving guest card, welcoming card and room key

To give guest card, welcoming card and room key, say: *“We are glad to give you guest card, welcome drink card, meal coupon and room key.”*

18. Showing readlines to serve

To show readlines to serve the guest, say: *“Please fell free to call reception anytime.”*

19. Wishing guest a nice stay

To wish geust a nice stay, say: *“We hope you’ll have a nice stay with us.”*

From those theories, the writer concludes that Tarmoezi and Manurung’s theory and Sambodo and Bagyono’s theory about receptionist’s services in handling check-in are similar. Sambodo and Bagyono’s theory about resecpionist’s services in handling check-in are explained more explicitly than Tarmoezi and Manurung’s theory. In addition, Sambodo and Bagyono’s theory provide with the examples of sentences that can used by a receptionist in handling check-in.

2.6 Receptionists' Services in handling Check-out

A receptionist is a person who give services in the front desk or reception section for carrying out its daily activities. According to Darsono (2001, p.45) The activities in the reception section including preparation before the guests arrival, when guests registration to check-in, guests who want change room and guests departure from the hotel (check-out).

According to Tarmoezi and Manurung (2007, p.75) receptionist's services in handling check-out are as follows :

1. The receptionist asks the guests room number and assures that no additional used that has not been posting by the staff hotel.
2. The receptionist prints check-out folio and hands the guests for verified while the guests checking accounts, fetch registration card and check payment method.
3. The receptionist asks the guests to sign, after the guests agree with the bill in folio and asks the guesst whether the guests will made payments in accordance when check-in or any change.
4. The receptionist fills the guests the number of account into the cerdit card and asks the guests to sign, if the guests make payments by credit card.
5. The teceptionist updates check-out based on the guests' name on the computer data.
6. The receptionist updates room status, after guests check-out.

Moreover, Sambodo and Bagyono (2006, p.176) provide receptionist's services in handling check-out completed with some language example:

1. Greeting and offering a help
Greet and offer a help to the guest, say: *"Good morning/afternoon/evening, Sir. May I help you?"*
2. Asking room number
To ask room number, say: *"May I know your room number?"*

3. Showing bill to guest
To show bill to the guest, say: *"Here is your bill, Sir."*
4. Reading total account of bill to the guest
To read total account of bill to the guest, say: *"Your total account is Rp. 750.000."*
5. Asking guest to check the bill
To ask guest to check the bill, say: *"Would you like to check through your bill, Sir?"*
6. Asking method of payment
To ask method of payment, say: *"Are you paying by cash or credit card, Mr. Thamrin?"*
7. Borrowing credit card
To borrow guest's credit card, say: *"May I borrow your credit card?"*
8. Giving cash refund to the guest
To give cash refund to the guest, say: *"Here is your cash refund, Ms. Silvi."*
9. Apologizing for mistakes on guest bill
To apologize for mistakes on guest bill, say: *"I sorry, Sir. We seem to have mixed up the bill."*
10. Explaining service and tax
To explain service and tax to the guest, say: *"The room rate is already including 21% service and tax."*
11. Asking guest to sign the bill
To ask guest to sign the bill, say: *"Would you sign the bill, please."*
12. Giving the guest original bill
To give the guest original bill, say: *"Here is a copy of bill for you."*
13. Reminding guest for his/her luggage
To Remind guest for his/her luggage, say: *"Have you checked that your luggage has been taken."*

14. Offering transportation

To offer transportation for the guest, say: *“Have you arranged your transportation to the airport?”*

15. Wishing the guest farewell

To wish the guest farewell, say: *“Thank you for staying with us. We hope you will enjoy your trip home.”*

From those theories, the writer concludes that Tarmoezi and Manurung’s theory and Sambodo and Bagyono’s theory about receptionist’s services in handling check-out are similar. Sambodo and Bagyono’s theory about receptionist’s services in handling check-out are explained more explicitly than Tarmoezi and Manurung’s theory. In addition, Sambodo and Bagyono’s theory provide with the examples of sentences that can be used by a receptionist in handling check-out.