

CHAPTER V

CONCLUSIONS AND SUGGESTION

5.1 Conclusions

There are two procedures done by receptionists at The Aryaduta Hotel Palembang when they handling check-in. First procedure, the procedure for handling check-in for guests with reservation in advance. The procedure consist of 12 steps can be clasify into five groups: greeting, welcoming and offering assistance, confirming guests reservation, handling guests registration, handling payment transaction, and handling guests' room key. Second procedure, the procedure for handling check-in for walk-in guest. The procedure consist of 17 steps can be group into five: greeting, welcoming and offering assistance, determining guests room, handling guests registration, handling payment transaction, and handling guests' room key.

There is a procedure done by receptionists at The Aryaduta Hotel Palembang when they handle check-out. The procedure consist of 15 steps can be group into five: greeting and offering assistance to the guests, handling payment transaction, reminding guest for his/her luggage, offering transportation and wishing the guests farewell.

In handling check-in and check-out at The Aryaduta Hotel palembang, receptionists follow standard operational procedures provided by Tarmoezi and Manurung's (2007) theory and Sambodo and Bagyono's (2006) theory. The receptionists used language expressions politely and friendly when they serve the guests in handling check-in and check-out to make guests satisfied with the service. The language expressions used by receptionists at The Aryaduta Hotel Palembang almost the same as Sambodo and Bagyono's (2006) theory.

5.2 Suggestion

The writer offers suggestion that the receptionists at The Aryaduta Hotel Palembang keep maintain good performance in handling check-in and check-out to the guests in order to make guests satisfied with the service and decide to come back again to stay at the hotel.