

**CREATING A GUIDEBOOK FOR FRONT OFFICE,
HOUSEKEEPING, AND FOOD AND BEVERAGE
DEPARTMENTS IN FIVE-STAR HOTELS: FRONT
OFFICE DEPARTMENT AND VIDEO
EDUCATIONAL FOR JOB INTERVIEWS**



FINAL PROJECT

A Partial Fulfillment of the Requirements for the Degree of Bachelor of Applied
Foreign Languages

by

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2026

STATEMENT OF ORIGINALITY

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A FINAL PROJECT**

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INTERVIEWS**

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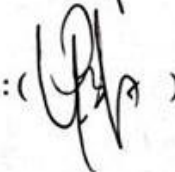
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ACKNOWLEDGEMENT

Praise and gratitude are extended to Almighty God for the blessings, guidance, and mercy which enabled the researcher to complete this final project entitled “Guidebook for Front Office, Housekeeping, and Food and Beverage in Five-Star Hotel”.

The researcher would like to express sincere gratitude to all parties who have provided support, guidance, and assistance throughout the completion of this final project. Special appreciation is extended to:

1. Allah SWT, the Almighty God, has given protection, direction, mercy, and guidance to the researcher so that the final project production process is conducted well.
2. Mr. Aditya Nur Patria, S.Hum., M.App.Ling., as the academic advisor and supervisor, always guides the researcher in completing the final project.
3. Mrs. Sriwahyu Istana Trahutami, S.S., M.Hum., as Head of the Applied Foreign Language Study Program.
4. All lecturers of the Applied Foreign Language Study Program who assist the researcher throughout the lecture time.
5. My beloved late father, Mr. Sutikno, and my beloved late mother, Mrs. Sri Supatmi, whose unconditional love, sacrifices, prayers, and guidance continue to be a source of strength, inspiration, and motivation throughout the completion of this final project.
6. My beloved siblings, Ahmad Akrom and Fitriana Cahyaramada, for their endless love, support, encouragement, and motivation throughout the completion of this final project.
7. My project partners, Satya Padma Sari and Diva Aina Putri Kartono, and Kharisma Dilla for standing by my side throughout this journey. Thank you for the countless discussions, shared challenges, mutual support, and unforgettable memories that made the completion of this final project possible.

8. The stakeholders from Padma Hotel Semarang, PO Hotel Semarang, Grand Candi Hotel Semarang, Fraser Menteng Jakarta Hotel, for their generosity in sharing time, expertise, experiences, and constructive feedback.
9. Lastly, I would like to thank myself for never giving up. Thank you for the countless hours of hard work, patience, sacrifices, and perseverance. This achievement is a reminder that every challenge faced along the way was worth overcoming.

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TABLE OF CONTENTS

STATEMENT OF ORIGINALITY	ii
APPROVAL SHEET	iii
ACCEPTANCE	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vii
TABLE OF FIGURES	x
TABLE OF TABLES.....	xii
TABLE OF APPENDICES	xiii
ABSTRACT	xiv
ABSTRAK	xv
CHAPTER I INTRODUCTION	1
1.1 Background	1
1.2 Statements of The Problem	4
1.3 Objective of The Study.....	5
1.4 Significance of The Study	5
1.5 Output.....	6
CHAPTER II LITERATURE REVIEW.....	7
2.1 Hotel	7
2.1.1 Five-Star Hotel.....	7
2.2 Employment	8
2.2.1 Five-Star Hotel Employment	8
2.3 Front Office Department	10
2.4 Guidebook	11

2.4.1 Bilingual Guidebook.....	11
2.4.2 The Role and Function of Guidebook	11
2.4.3 Characteristics of Guidebook.....	12
2.5 Educational Video	12
2.6 Video Making Process.....	13
2.6.1 Pre-Production Stage	13
2.6.2 Production Stage	13
2.6.3 Post-Production Stage.....	14
2.7 Previous Studies	14
CHAPTER III RESEARCH METHODOLOGY	16
3.1 Method of Research.....	16
3.2 The Process of Creating a Guidebook.....	17
3.2.1 Research and Information Collection	17
3.2.2 Planning	23
3.2.3 Develop Preliminary Form of Product.....	24
3.2.4 Preliminary Field Testing	24
3.2.5 Main Product Revision	25
3.2.6 Operational Product Testing	26
3.2.7 Final Product Revision	27
3.2.8 Dissemination and Implementation	27
3.3 Timeline Progress Plan.....	27
3.4 Budget Plan	28
3.5 Allocation of Duty.....	29
CHAPTER IV RESULT AND DISCUSSION	30
4.1 Results	30

4.1.1 Research and Information Collection	30
4.1.2 Planning	37
4.1.3 Develop Preliminary Form of Product.....	41
4.1.4 Preliminary Field Testing	52
4.1.5 Main Product Revision	53
4.1.6 Operational Product Testing	58
4.1.7 Final Product Revision	67
4.1.8 Dissemination and Implementation	67
4.2 Discussion	69
BAB V CONCLUSIONS AND SUGGESTIONS.....	71
5.1 Conclusion.....	71
5.2 Suggestion	71
REFERENCES.....	73
APPENDICES	80

TABLE OF FIGURES

Figure 3.1 R&D stages by Borg and Gall	16
Figure 3.2 The research and development method used in this study	17
Figure 3.3 Validation form.....	25
Figure 4.2 The organizational structure of the front office from the interviews...	34
Figure 4.3 Interview with the staff at the PO Hotel	36
Figure 4.4 Interview with staff at Grand Candi Hotel	36
Figure 4.5 Creating storyboard of the introduction front office department video	40
Figure 4.6 Creating storyboard for job interview video.....	41
Figure 4.7 Translating material using Google Translate.....	43
Figure 4.8 Translating material using DeepL	43
Figure 4.9 Checking material using Grammarly.....	44
Figure 4.10 Creating the character of the front office with AI	44
Figure 4.11 Creating the design of the front office chapter	45
Figure 4.12 Creating elements of the front office with AI.....	46
Figure 4.13 Designing the first subsection, "Introduction of Front Office Department"	46
Figure 4.14 The background of the guidebook	47
Figure 4.15 The elements of the color palette.....	47
Figure 4.16 Designing the second subsection, "Professional Ethics in the Front Office Department"	47
Figure 4.17 Designing the third subsection, "Job Positions in the Front Office Department"	48
Figure 4.18 The process of shooting video	48
Figure 4.19 The process of generating video using Flow AI.....	49
Figure 4.20 The process of editing using Capcut.....	50
Figure 4.21 The process of editing the job interview simulation video.....	51
Figure 4.22 The process of editing the tips and tricks video	51
Figure 4.23 The process of creating QR code using Canva.....	52
Figure 4.24 The validation form has been validated.....	53

Figure 4.25 Before and after revision on the cover.....	54
Figure 4.26 Before and after revision on page 06.....	54
Figure 4.27 Before and after revision on page 07.....	55
Figure 4.28 Before and after revision on page 10.....	55
Figure 4.29 Before and after revision on page 14.....	56
Figure 4.30 Before and after scenes were retaken at the narrator scene	56
Figure 4.31 Before and after scenes were retaken at the receptionist scene	57
Figure 4.32 Before and after scenes were retaken at the online interview scene..	57
Figure 4.33 Before and after scenes were retaken at the offline interview scene .	57
Figure 4.34 Before and after, the background became more blurred.....	58
Figure 4.35 Before and after the video with a pop-up effect	58
Figure 4.36 Documentation with Applied Foreign Language students	68
Figure 4.37 Documentation of the video educational has been uploaded to the Applied Foreign Language channel	68

TABLE OF TABLES

Table 3.1 Statement questions for Applied Foreign Language Students	19
Table 3.2 The Guttman Scale interpretation category	21
Table 3.3 The criteria of the expertise	25
Table 3.4 The criteria of the Likert scale	26
Table 3.5 Timeline progress plan.....	28
Table 3.6 Table of the budget plan.....	28
Table 3.7 Allocation of duties of each researcher.....	29
Table 4.1 The results of the questionnaire of Applied Foreign Language Students	33
Table 4.2 The result of the interview	35
Table 4.3 The outline of the guidebook	38
Table 4.4 The material of the guidebook	42
Table 4.5 Font type and size in the guidebook	46
Table 4.6 List of respondents	59
Table 4.7 List of statements and questions	59
Table 4.8 The results assessment statements of the respondents	63
Table 4.9 The suggestions of the respondents	65

TABLE OF APPENDICES

Appendix 1 – Application for Permission to Collect Data at Padma Hotel Semarang.....	80
Appendix 2 – Online Interview Results.....	81
Appendix 3 – Design of the Guidebook.....	94
Appendix 4 – Storyboard Video Introduction of Front Office Department.....	99
Appendix 5 – Storyboard Video of Job Interview, Tips and Tricks, and Dos and Don'ts.....	100
Appendix 6 – Product Validation Form.....	102
Appendix 7 – Operational Product Testing Results.....	103
Appendix 8 – The QR Code of Introduction Front Office Department Video ...	104
Appendix 9 – The QR Code of the Simulation Job Interview Video	105
Appendix 10 – The QR Code of Tips and Tricks Video.....	106
Appendix 11 – Turnitin Result.....	107
Appendix 12 – Intellectual Property Rights.....	108

ABSTRACT

The rapid growth of the hospitality industry has opened up various job opportunities, particularly in the three main departments front office, housekeeping, and food and beverage in five-star hotels. However, there are still students interested in working or completing an internship in the hospitality industry, especially those in the Applied Foreign Languages program, who lack sufficient knowledge of hotel operations. Therefore, this study aims to develop a **Guidebook for Front Office, Housekeeping, and Food and Beverage in Five-Star Hotels**, supplemented with supporting educational videos. This study used the Research and Development method according to Borg and Gall (1983), implementing only eight processes due to time and budget constraints: research and information collection, planning, develop preliminary form of product, preliminary testing, main product revision, operational product testing, final product revision, and dissemination and implementation. Research data was obtained through observations, interviews, and questionnaires involving stakeholders from several five-star hotels. The result is a bilingual guidebook containing material of the front office, housekeeping, and food and beverage departments, grooming standards, and job interviews in five-star hotel. In addition, the guidebook includes educational videos that can be accessed via QR codes to enhance users' understanding. Test results showed an average score of 3.59 on a Likert scale, indicating that this product is suitable as a learning resource for students in the Applied Foreign Languages program who are completing internships or working in the hospitality industry, as well as for prospective employees who wish to gain an understanding of the hospitality industry.

Keywords: Guidebook, Five-Star Hotel, Front Office, Housekeeping, Food and Beverage, Grooming, Job Interview

ABSTRAK

Perkembangan industri perhotelan yang semakin pesat membuka berbagai peluang kerja, khususnya di tiga departemen utama yaitu *front office*, *housekeeping*, dan *food and beverage* di hotel Bintang lima. Namun, masih terdapat mahasiswa yang memiliki minat untuk bekerja atau melaksanakan magang di industri perhotelan, khususnya mahasiswa Bahasa Asing Terapan, yang memiliki keterbatasan pengetahuan mengenai operasional perhotelan. Oleh karena itu, penelitian ini bertujuan untuk mengembangkan ***Guidebook for Front Office, Housekeeping, and Food and Beverage in Five-Star Hotel*** yang dilengkapi dengan video pembelajaran pendukung. Penelitian ini menggunakan metode *Research and Development* oleh Borg dan Gall (1983) yang hanya menggunakan delapan proses karena keterbatasan waktu dan finansial, termasuk *research and information collection*, *planning*, *develop preliminary form of product*, *preliminary testing*, *main product revision*, *operational product testing*, *final product revision*, serta *dissemination and implementation*. Data penelitian diperoleh melalui observasi, wawancara, dan kuesioner yang melibatkan *stakeholders* dari beberapa hotel bintang lima. Produk yang dihasilkan berupa buku panduan dwibahasa yang memuat materi departemen *front office*, *housekeeping*, *food and beverage*, *grooming standards*, serta *job interview* di hotel Bintang lima. Selain itu, guidebook dilengkapi dengan video pembelajaran yang dapat diakses melalui kode QR untuk meningkatkan pemahaman pengguna. Hasil pengujian menunjukkan rata-rata nilai 3,59 menggunakan skala Likert yang berarti produk ini dinyatakan layak digunakan sebagai media pembelajaran bagi mahasiswa Program Studi Bahasa Asing Terapan yang akan melaksanakan magang atau bekerja di industri perhotelan, serta bagi calon pekerja yang ingin memahami dunia perhotelan.

Kata Kunci: Buku Panduan, Five-Star Hotel, Front Office, Tata Graha, Food and Beverage, Grooming, Wawancara Kerja