

**CREATING A GUIDEBOOK FOR FRONT OFFICE,
HOUSEKEEPING, AND FOOD AND BEVERAGE
DEPARTMENTS IN FIVE-STAR HOTELS:
FOR THE HOUSEKEEPING DEPARTMENT &
GROOMING CHAPTER**



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

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2026**

STATEMENT OF ORIGINALITY

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**Creating A Guidebook for Front Office, Housekeeping, and Food and
Beverage Departments in Five-Star Hotels: For the Housekeeping
Department & Grooming Chapter**

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ABSTRACT

The hospitality industry requires a competent workforce with both theoretical knowledge and practical skills to provide high-quality service. However, most existing learning resources in the hospitality field focus primarily on theoretical concepts and provide only limited practical guidance on hotel operations. Therefore, this study aims to develop a bilingual guidebook, accompanied by the supporting videos, that introduces the Front Office, Housekeeping, and Food and Beverage departments in a five-star hotel. This study employed a Research and Development (R&D) methodology adapted from Borg and Gall, consisting of eight stages. Data were collected through observation and interviews and then were validated by the expert which is the research supervisor and questionnaires distributed to stakeholders in the hospitality industry. The data were analyzed using mean score analysis to evaluate the feasibility of the developed product. The final product is a bilingual guidebook integrated with the supporting videos through QR codes. It includes information on those three departments in five-star hotel, organizational structures, duties and responsibilities, grooming standards, professional ethics, and job interview preparation. The results of the validation and field testing indicated that the guidebook was categorized as Very Good and was considered feasible for use with only minor revisions. In conclusion, the guidebook and the supporting videos developed here serve as practical and comprehensive learning resources for students preparing for internships and careers in the hospitality industry, while also bridging the gap between theoretical knowledge and professional practice.

Keywords: Bilingual Guidebook, Hospitality Industry, Five-Star Hotel, Front Office, Housekeeping, Food and Beverage, Research and Development.

ABSTRAK

Industri perhotelan membutuhkan tenaga kerja yang kompeten yang memiliki pengetahuan teoretis dan keterampilan praktis untuk memberikan layanan berkualitas tinggi. Namun, sebagian besar sumber belajar yang ada di bidang perhotelan lebih berfokus pada konsep-konsep teoretis dan hanya memberikan panduan praktis yang terbatas mengenai operasional hotel. Oleh karena itu, penelitian ini bertujuan untuk mengembangkan buku panduan dwibahasa, yang dilengkapi dengan video pendukung, yang memperkenalkan departemen *Front Office*, Tata Graha, dan *Food and Beverage* di sebuah hotel bintang lima. Penelitian ini menggunakan metodologi Penelitian dan Pengembangan (R&D) yang diadaptasi dari Borg dan Gall, yang terdiri dari delapan tahap. Data dikumpulkan melalui observasi dan wawancara, kemudian divalidasi oleh pakar yang juga merupakan pembimbing penelitian, serta melalui kuesioner yang dibagikan kepada para pemangku kepentingan di industri perhotelan. Data tersebut dianalisis menggunakan analisis skor rata-rata untuk mengevaluasi kelayakan produk yang dikembangkan. Hasil akhirnya adalah buku panduan dwibahasa yang terintegrasi dengan video pendukung melalui kode QR. Buku panduan ini memuat informasi mengenai tiga departemen tersebut di hotel bintang lima, struktur organisasi, tugas dan tanggung jawab, standar penampilan, etika profesional, serta persiapan wawancara kerja. Hasil validasi dan uji lapangan menunjukkan bahwa buku panduan tersebut dikategorikan sebagai “Sangat Baik” dan dianggap layak digunakan dengan hanya memerlukan revisi minor. Kesimpulannya, buku panduan dan video pendukung yang dikembangkan dalam penelitian ini berfungsi sebagai sumber belajar yang praktis dan komprehensif bagi mahasiswa yang sedang mempersiapkan diri untuk magang dan berkarier di industri perhotelan, sekaligus menjembatani kesenjangan antara pengetahuan teoretis dan praktik profesional.

Kata Kunci: Buku Panduan Dwibahasa, Industri Perhotelan, Hotel Bintang Lima, *Front Office*, Tata Graha, *Food and Beverage*, Penelitian dan Pengembangan