



**THE TASKS OF FRONT OFFICE DEPARTMENT AT HOTEL
GRASIA
FINAL ASSIGNMENT**

**A Partial Fulfillment of the Requirements for the English Diploma
III Degree**

Written by :

Mertantio Morry Yamiko Sugiyanto

40020118060004

**THE ENGLISH DIPLOMA III PROGRAM
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APPROVAL

Approved by

Supervisor:

A handwritten signature in black ink, appearing to read 'Ariya Jati', is centered on a light blue rectangular background.

Ariya Jati, S.S., M.A.

NIP 197802282005021001

ACCEPTANCE

Accepted by

Board of Examiner

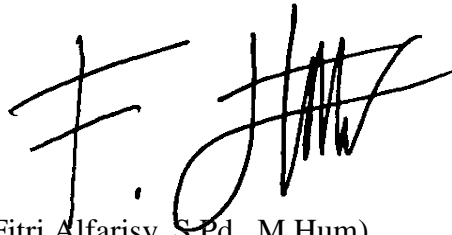
English Diploma III Program

Vocational College Diponegoro University

Day : Friday

Date : July, 16th 2021

Chairman:



(Fitri Alfarisy, S.Pd., M.Hum)

NIP 199101302019031009

Member:



Ariya Jati, S.S., M.A.

NIP 197802282005021001

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ABSTRACT

The Front Office Department is a department in a hotel which meets a lot of guest, because this department is situated at the front and in indeed in a place where the guest can find easily. So, Personnel of the Front Office Department can help the guests to take care of their needs, from running meetings, doing administrative, and finding information. The Front Office Department at Hotel Grasia is a department that meets a lot of guest for the first time the guest arrived in a hotel, and serve the guest with the best service. In carrying out their tasks Front Office Department followed work procedures, which can help them to reduce an error. There are SOPs (Standard Operation Procedures) that must be followed by the personnel of the Front Office Department at Hotel Grasia when performing their duties to serve guests. It is these Work Procedures and SOPs that help personnel stay on their axis if there are guests who feel they are not being served well, but the personnel of the Front Office Department has served them by following existing work procedures but still getting complaints, it is a misunderstanding because work procedures and SOPs are made to serve guests with good service and reduce fatal errors. In carrying out its work, the Front Office Department at Hotel Grasia follows the concept brought by the hotel, namely Sharia. From the way of dressing, greeting guests, and serving guests, everything is carried out by following sharia principles. So that the services at Hotel Grasia, especially the services provided by the Front Office, are different from other hotels.

Keywords: Front Office Department, The Front Office Department at Hotel Grasia, The Tasks of Front Office Department

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CHAPTER 1

INTRODUCTION

1.1 Background

The Front Office Department is a Department which is situated at the front. Personnel of the Front Office Department firstly greet and directly serve them. The Department is indeed in a place where the guests will find it easily. The Front Office Department has an important task, namely as a reflection or as an embodiment of a hotel for the services it provides. Besides that, the Front Office Department is also a Department which provides information which is needed by the guests, who will leave first and the last impression. This report is pinpointed around the tasks of personnel in the Front Office Department.

Damardjati in (Setiawan, 2016) states that the Front Office Department is one of the departments in a company which takes care of all main service matters and customer acceptance in a company administratively and operationally. The personnel of the Front Office assists the guest from their arrival until departure. So, The Front Office department should master many abilities. Hospitality is not the only thing which must be mastered by the Front Office personnel; other skills, such as being able to make good communication, being able to use computer devices; and being able to provide the right solution are some of the abilities which must be mastered by the Front Office personnel. So, the Front Office Department has an important role in making guests comfortable and making the guests feel satisfied with the services provided.

The Front Office Department at Hotel Grasia is Department which has tasks and responsibilities to serve the guest with work procedures and SOP (Standards Operations Procedure). So, the guest is served with appropriate work procedures to reduce an error. Hotel Grasia is a hotel located in the city of Semarang which brings the concept of Sharia for its services. So that the services provided by hotel workers, especially the Front Office Department, are related to Sharia principles. The tasks carried out by the Front Office such as greeting guests, handling guest check-ins, answering telephones are carried out based on existing work procedures. The guests who stay at Hotel Grasia will feel a different atmosphere than when they stay at other hotels.

When a guest wants to make a room reservation at Hotel Grasia directly (Walk-in Guest), the Front Office will welcome the guest to the Lobby with hospitality and a smile which will make the guest feel very welcome and look forward to staying at Hotel Grasia. The way to greet the Front Office Hotel Grasia to guests is also unique so it will feel different from the usual way of greeting. The procedure is; when the guest enters the lobby, the personnel are required to stand to respect the guest, and the way position to do greeting is to put the right hand on the left chest and say Assalamu'alaikum, Good Morning (it depend on the situation). Apart from the greeting, many other tasks are carried out by work procedures, such as making reservations, answering the phone, handling payment bills, and many more.

1.2 Aim and Advantages

The aims of this study are as follows:

1. to figure out the task of the Front Office Department at Hotel Grasia;
2. to figure out the current situation of the Front Office Department at Hotel Grasia;
3. to describe the importance of using English to complete tasks which are carried out by the Front Office Department at Hotel Grasia

The advantages of this study are as follows:

1. Giving information to the public about the Tasks of the Front Office Department at Hotel Grasia
2. Giving information to the public about work procedures which the Front Office Department at Hotel Grasia must be followed
3. Giving information to the public that each hotel have different concept in serving guest especially Hotel Grasia which bring sharia concept

1.3 Methods of Data Collection

The research was conducted with the aim to obtain data. The research data were obtained using three research methods. The methods used to obtain the research data regarding the tasks of the Front Office Department at Hotel Grasia are observation, interview, and library research. This section explains each of the methods in this research.

1.3.1 Observation

Observation is the most suitable method for obtaining data for this study. An observation is an activity of viewing which is carried out to obtain data on a certain condition or activity for which the data can be used as research material. Patton (Munawir & Ardiansyah, 2017) says that observation is an accurate research method for collecting data. The purpose of observation is to find information related to ongoing activity and the data is collected to be the object of research. This method can be used to collect the data because the researcher can directly make observations during the job training at the Hotel Grasia Semarang. This observation produces in-depth data or information on the tasks performed by the Front Office Department at Hotel Grasia, and assist in carrying out the final assignment.

1.3.2 Interview

The Interview is the second method which is suitable to be used in conducting this study. The interview is a research method that is carried out by conducting questions and answers with sources which aim to obtain important and valid information related to the research of a study. This statement is supported by Lexy J. Moleong in (Ahmad, 2016) who explains that an interview is a conversational activity carried out with specific aims and objectives carried out by two people, namely the interviewer, who asks questions, and the interviewee, who is a person who provides information or answers the question. The interview was carried out when the researcher was doing job training at the Hotel Grasia Semarang. This interview was conducted between the researcher and one of the personnel in the Front Office Department at Hotel Grasia while working in the same shift work, to collect detailed data or information as well as information that is not yet known after making an observation, such as the salary of personnel Front Office Department at Hotel Grasia, what the personnel joy and sorrow and other specific information.

1.3.3 Library Research

Library research is a method used to collect information and data on research which is researched from books, journals, previous research, and other scientific studies. Sarwono in (Sari & Asmendri, 2020) states that library research is a study which studies looks up to various books. The results of previous research are used as references to get a theoretical basis for the problem to be studied. This basis is used to review information from the previous studies, especially for collecting information which is related to the task of the Front Office. This method can assist the researcher in carrying out the final assignment, and look for information about Hotel Grasia and the task of the Front Office at Hotel Grasia include can be used as inspiration and comparison for this study.

CHAPTER 2

LITERATURE REVIEW

2.1 Definitions of Hotel

Tourism is an activity which most people do to spend time. There are a lot of activities which people can do, such as sightseeing, outbouncing, hunting culinary, and many more. Tourists also will be staying in a place for a while to rest and charge their energy, so that tourism is related to accommodation. Accommodation is a building which is made to meet the needs of a place to live by many people, especially tourists. A hotel is one of the accommodations which is often used by tourists when doing sightseeing activities. According to Merriam-Webster, Hotel is a building which is provided lodging, meals, entertainment, and various personal services for the public.

According to Sulastiyono (Insani & Setiyariski, 2020), a hotel is a company which provides services from serving food and drinks, facilities for staying overnight for people who live like people who are traveling long distances and they can pay a fee which is determined by the services provided without a special agreement which is managed directly by the owner. Also, According to Prakoso (Insani & Setiyariski, 2020), a Hotel is a company which supports tourism activities, providing accommodation and meeting facilities for tourists and industry players. In addition, according to Widanaputra (Putri, 2020), a hotel is one of the accommodations managed commercially to provide lodging services, food and beverage, and other services and services are provided for guests who wish to stay overnight. So, a hotel is building which is one of the accommodations for tourists to stay over, get food and drinks, and get good service from hotel workers on a commercial basis.

2.1.1 Hotel Type and Classification:

Hotels have types and classifications according to existing needs, for example, hotels are located in cities so that the target market is the general public who lives in cities. Not only that hotels can also be distinguished from the types of stars available, and also for specific purposes.

Arief in (Derianto & Kristiutami, 2015) states that hotels are grouped according to the size of the hotel, which consists of 4 groups, namely:

1. Small size hotel; it is a hotel which has a total of at least 26 rooms;
2. Small average size hotel; it is a hotel which has at least 26 to 100 rooms;
3. Medium average size hotel; it is a hotel that which has 100 to 300 rooms;
4. Large size hotel; it is a hotel that has a total of 300 to 3000 rooms.

The hotel is based on the types of stars 1 - 5 and their facilities (Yohannes, 2020) :

- 1 Star Hotel; 1-star hotels usually have a minimum number of standard rooms of 15 rooms with a room area of 20 m². There are not too many facilities, but the bathroom is located in the room and usually 1 star hotels are directly managed by the owner.
- 2 Star Hotel; 2-star hotels usually have a minimum number of standard rooms of 20 rooms, 1 suite room with a room area of 22 m² (standard room) and 44 m² (suite room). 2-star hotel is also managed directly by the owner.
- 3 Star Hotel; 3-star hotels have a minimum number of standard rooms of 30 rooms and 2 Suite rooms with a room area of 24m² (standard room) and 48 m² (suite room). 3-star hotels already have qualified facilities from restaurants, public toilets, sports and recreation facilities, room facilities are also complete from air conditioning, toiletries, hairdryer and others. The workers at 3-star hotels also have an organizational structure.
- 4 Star Hotel; 4-star hotels usually have a minimum number of standard rooms of 50 rooms and 3 suites with an area of 24m² (standard rooms) and 48m² (suite rooms). 4-star hotel have many facilities from complete room facilities, air conditioning, television, toiletries, small refrigerator, sports, and creative facilities, bar, restaurant, swimming pool, gym and many more. The organizational structure for the Workers is also neatly structured.
- 5 Star Hotel; 5-star hotels have a minimum number of standard rooms of 100 rooms and more than 4 Suite rooms with a room area of 26 m² (standard room) and 52 m² (suite room). 5-star hotel have complete facilities, all owned by 3 and 4-star hotels all

at a 5-star hotel. The 5-star hotel also provides luxurious facilities; there are a spa, karaoke, bar and lounge, large parking area, and many others.

From the description of the differences in types of 1 to 5-star hotels, it can be concluded that what distinguishes them is based on existing facilities and services and how hotel workers provide their services.

Based on location, types of guests staying and length of stay, hotels are categorized into (Insani & Setiyariski, 2020) :

Hotels based on location :

- Mountain Hotel: the hotel is located in a mountainous area made for tourists who want to experience sightseeing while staying overnight surrounded by natural beauty;
- Beach Hotel: a hotel which is located on the seashore that tourists can use after having a fun tour on the beach;
- City Hotel: a hotel which is located in urban locations, usually the guests who stay are people around the city and also people from outside the city who have something to do in another city;
- Highway Hotel: the hotel is set on the edge of a freeway;
- Airport Hotel: a hotel which is located at the airport or not far from the airport;
- Resort Hotel: a hotel is located in a tourism area.

Hotels based on the type of guests staying :

- Family Hotel: a hotel which has a target market for families, so that all designs in this type of hotel are intended for family guests;
- Hotel Business: a hotel which has a target market for business guests;
- Tourist Hotel: a hotel which has a target market for tourists;
- Transit Hotel: a hotel which has a target market for guests on a long trip to serve as a temporary stopover;
- Cure Hotel: a hotel which has a target market for guests who are looking to recover from an illness to increase the level of recovery and health;

- Convention Hotel: a hotel which has a target market for guests who want to carry out convention activities such as weddings, meetings, technical meetings, and others.

Hotels based on length of stay:

- Transient Hotels: hotels which have guests staying only for one or two nights;
- Semi Residential Hotels: hotels which have guests who stay more than 12 nights for up to 2 weeks;
- Residential Hotels: hotels which have guests who stay for a long period usually more than 1 week.

2.2 Definitions of Front Office

The Front Office is an important department which first serves guests to help the guests take care of their needs, from running meetings, doing administrative, and finding information. Prakoso (2017) says that the Front Office is a place or department in the hotel which meets guests for the first time, so that the Front Office must understand and be ready for their duties in serving guests who will come. According to Bardi (Sandi, 2019), the Front Office is the center of the veins or can be said to be the axis of a hotel. Communication and also finance are two very important functions for the Front Office operational system. Communication will be very effectively used to manage guests, staff and also help other departments in the hotel which are used to be able to support and build the image of the hotel. The function of the finance itself is to assist in managing bills, both registered and unregistered ones in the work field, especially guest bills.

Meanwhile, according to Soenarno in (Wiwin, 2017), Front Office is a department which has to serve and handle guests who will use a room or stay, starting from reservations, receptionists, guests who come (check-in), and guests who will leave the hotel (check out). Thus, it can be concluded that the Front Office is a department where its place is at the very front which becomes the axis of a hotel to help and serve guests with what they need, from seeking

information, helping facilitate room bookings from reservations, staying (check-in) to leaving the hotel (check out) and help other departments to simplify their work.

2.2.1 Front Office Roles and Functions

The Front Office has an important role and function for the smooth operation of the hotel. The Roles and Functions of the Front Office (Darsono, 2011) are :

The roles of the Front Office :

- Becoming a hotel activity center;
- Becoming a place where guests receive services from the moment they arrive at the hotel, stay, and leave the hotel;
- Determining the level of hotel revenue, as the first part of the hotel to receive guests, the Front Office Department has an important function to be able to make guests rent rooms;
- Determining the level of success in service because of the first and last impression, the Front Office is the one which provides the service.

The functions of the Front Office :

1. Renting out rooms to guests

The Front Office has important tasks, especially the receptionist's task, which is to sell rooms. The success and ability of reception are measured by the number of rooms rented.

There are Four aspects must be considered in designing a room, namely :

1. How to accept room reservations;
2. How to handle guests without booking a room (walk-in guest);
3. How to carry out registration;
4. How to determine the room.

2. Giving hotel service information

The Front Office functions as an information center for guests; not only that the Front Office functions as an agent for selling rooms, the department also offers various activities or products at the hotel.

3. Coordinating guest services

The coordination of guest services is a function and direct responsibility carried out by the Front Office. The Front Office is the department which is the only one that liaises between guests and parts of the hotel which serve guests.

4. Preparing a room status report

Arranging data (room rack) is an important tool for the journey of the Front Office in compiling the room data. Following is the arrangement of room rack rooms which are occupied:

- a. Rooms were cleaned;
- b. Rooms are being repaired;
- c. Rooms are changed;
- d. Rooms are being renovated (out of order.)

5. Recording guest payments

Creating a guest account is the first step for financial transaction activities while the guest is staying at the hotel. The Front Office manages and monitors guest accounts payable.

6. Making payment settlement

When the guest is about to leave the hotel (check out) the Front Office staff must be ready to prepare all accounts to complete the payment, and the Front Office staff ask for the return of the room key.

7. Compiling guest visit history (guest history card)

The data for staying guests will be recorded which functions to see the frequency of guest visits staying at the hotel. Three stages of data recording:

- a. The personal recording stage for future visits;
- b. The stage of making a visit history card archive;
- c. The stage of receiving or sending a telex or fax.

8. Becoming communication tools

The communication tool is the most important means for the running of the Front Office work. The communication tools are used for the purposes of out-and-coming hotels.

Activities carried out by Front Office staff in using communication tools :

- a. Handling switchboard telephone, telex, telegram, facsimile;
- b. Handling all telephone conversations via the switchboard;
- c. Receiving or send telex and facsimiles.

9. Handling guest-owned items

The Front Office functions to assist guests in carrying or maintaining their belongings, especially for bellboy personnel. The bellboy's tasks include :

- a. Handling guest belongings upon arrival at the hotel;
- b. Handling belongings when guests arrive or leave the hotel;
- c. Handling guest room transfers to the new room;
- d. Handling storage of goods/suitcases.

In brief, the roles of the Front Office staff include:

- a. Becoming a person which has a responsibility to give the best service to guests;
- b. Becoming a person which can create a good first and last impression to guests;
- c. Becoming a person who can be directing guest to rent a room.

Moreover, the functions of the Front Office staff:

- a. A person who helping and serving guest from arriving, stay over, and leaving the hotel;
- b. A person who is always ready to meet the needs of guests, from providing information, and help with anything related to the room during their stay at the hotel.

2.3 The Use of English in Front Office

At this time the use of English in the field of work can be said to be familiar. Many companies use English for their company needs, from reaching partnerships, selling their products internationally, and communicating with foreigners. The use of English in a company can also add to the image of professionalism and quality of service which exists in the company. So, that the use of English has become a necessity for companies which are widely used for work purposes.

The hotel is one of the companies in which the use of English is very much used, not only for communication but also for many tasks and jobs, especially when the hotel uses terms in English. Hotel workers are strongly encouraged to be able to use English to make it easier for them to do their job. In addition to facilitating their work, hotel workers will be better prepared in situations where they have to serve foreigners, and that has become the attraction of a hotel

when the workers are ready and professionally serving various guests, including foreigners, who are coming. Regarding services at the hotel, the Front Office Department can be said to be the department which meets guests the most because the Front Office is located in a place where the guests can directly meet them and ask about their needs. It is, accordingly, very important for the Front Office personnel, especially receptionists, to be able to use English. That is because communication is important for the work of the receptionist. In doing their work, there are many terms in English which must be understood by the receptionist. For example, the terms arrival, departure, check-in, check out, early check-in, and late check out. That is why the receptionist must be able to use English to understand their roles and functions at the hotel. This will make their job run smoothly. In addition, the receptionists must also be ready with foreign guests, so that when the receptionist serves the foreign guests they can understand the needs of their foreign guests, know how to provide information to the guests and provide a solution that their guests want. When the receptionist does not understand or has difficulty in communicating due to language problems, it will interfere with their smoothness at work. Impression and what will be experienced by the guests will also have a deep impact on the image of the hotel along with the staff because surely the guests will think that workers at this hotel are not professional because they cannot provide what is needed due to language problems. Therefore, the use of English in a job, especially in the Front Office Department, is important for the progress of the work to be carried out.

CHAPTER 3

RESULT AND DISCUSSION

3. 1 The Company Profile of Hotel Grasia Semarang

3.1.1 History of Hotel Grasia Semarang

Hotel Grasia is located in the city of Semarang, which is located specifically on Letnan Jenderal S. Parman Street No.29, Gajahmungkur, South Semarang sub-district., Semarang City, Central Java. Geographically, the location of Hotel Grasia is located in the area of a famous temple since the Dutch era as an elite area. Apart from that, the advantage of Hotel Grasia is that it is located in a good geographic location so that it has pollution-free air and it is surrounded by unspoiled natural landscapes, such as Mount Ungaran and shady trees.

Hotel Grasia is a hotel which has the sharia concept, and one of the hotels in Semarang City has a halal certificate MUI (*Majelis Ulama Indonesia/Indonesian Council of Ulama*). Hotel Grasia has its own way of greeting guests, such as placing your right hand on the left side of your chest and then greeting with starting with “Assalamu'alaikum”, and it is continued by greeting “Good morning, afternoon or evening” according to the situation. Hotel Grasia already provides prayer mats, Al-Qur'an, and *kalbu* books for carrying out worships and reciting activities as well as directions for the qibla on the room walls. Hotel Grasia also provides the Grasia Mosque for congregational prayers and of course for other Islamic activities. such as recitation, learning to read the Al - Qur'an, Aqiqah, and other spiritual activities. In the mosque itself, there is *marbot*/caretaker who takes turns guarding. The Hotel Grasia mosque is also often used to carry out Friday prayer activities in congregation.



Figure 3.1 Hotel Grasia Logo

The name Grasia itself is taken from the abbreviation "GRA" meaning the building or Graha, "S" is Saubari (founder alm Mr. H. Saubari, SH), "I" is "Istri" the wife and "A" is "Anak" the child (the 4 sons and daughters of Mr. H. Saubari, SH). Before becoming the current Hotel Grasia, Hotel Grasia was a development of Hotel Muria, which at that time was a budget hotel, which was established in 1985, and it is located at Dr. Cipto 73 Street in Semarang City. With the development of room occupancy, reaching 90% in 1991, Hotel Muria became a star hotel. At that time the owner of Hotel Muria owned a plot of land and a building at S. Parman No. 89 Street. He looked ahead and observed that in Semarang City the need for accommodation room rental and services was in great demand, before the land plots and buildings were used, they had still been used as car showrooms and contractor offices.

After that in 1994, the construction of Hotel Grasia was started, which was carried out by the founder and the full name of the building is PT. Hotel Muria Putri. The construction of this hotel took 11 months and was completed on 20 December 1994. At that time Hotel Grasia had 46 rooms and 2 convention halls (*Teratai and Cempaka Hall*), with all facilities which Hotel Grasia has which made Hotel Grasia get two stars. During this time, Hotel Grasia renovated and added 75 rooms and 4 meeting rooms (*Teratai, Cempaka, Asoka, and Dahlia Hall*). Not only that, Hotel Grasia also renovated several existing facilities, ranging from restaurants, elevators, gardens, toilets, the lobby, internet facilities, and others in 2003. With improved facilities and services, Hotel Grasia got a three-star in 2008. The growing demand for building leases to carry out MICE (Meeting, Incentive, Exhibition, Convention) activities at Hotel Grasia, made Hotel Grasia build the convention I building in 2012, so that it made Hotel Grasia have a total of 116 rooms, and additional 2 meeting rooms (*Guntur and Merapi Ballroom*), which are located behind the old building. Hotel Grasia built the Convention II building in 2020 and, it will soon be completed in 2021, which proves that Hotel Grasia is a hotel which has facilities to carry out MICE activities.

3.1.2 Vision and Mission of Hotel Grasia

The Vision of Hotel Grasia is "Making Hotel Grasia the first choice hotel in services and products according to *sharia*"

The Missions of Hotel Grasia are:

- Always provide benefits to stakeholders;
- Always provide excellent service and innovative products for customer satisfaction;
- Always serve with sincerity and uphold honesty;
- Always grow and develop continuously;
- Always improve Human Resources competencies with global standards;
- Always use effective and efficient methods and technology;
- Always have a role in the development of tourism;
- Always increase environmental awareness;
- Always have responsibility for social conditions.

3.1.3 Organization Structure of Front Office Department at Hotel Grasia

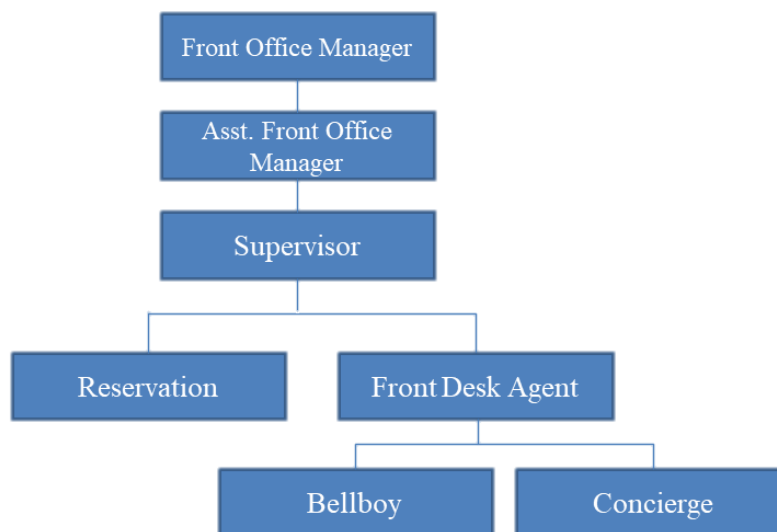


Figure 3.2 Organization Structure

Front Office Manager is a person who has duties and responsibilities for everything related to the Front Office Department. The Front Office Manager will always supervise the operations in the Front Office every day so that all personnel in the Front Office Department must always update the information at the reception desk. Information such as luggage storage, proposal custody, reservation, and others will be very important for the Front Office Department

personnel to make it easier for Front Office personnel when changing shifts so that they will always be updated on information available on their shift.

3.2 Tasks and Work Procedures of the Front Office Department at Hotel Grasia

3.2.1 The Tasks of the Front Office Department at Hotel Grasia

The following are the duties of the personnel in the Front Office Department at Hotel Grasia. The data is based on the results of an interview with one of the Front Desk Agent personnel at Hotel Grasia, which was carried out during an internship, in the same shift, and it is result of observation while doing the internship at Hotel Grasia :

1. Front Office Manager:
 - a. Directing and supervising Front Office operations every day;
 - b. Fostering and maintaining good relations with hotel guests;
 - c. Participating in the selection and acceptance process for new employees;
 - d. Creating and managing employee work schedules;
 - e. Evaluating the workability of employees;
 - f. Controlling and supervising the use of the master key as well as information related to room conditions to prevent uncontrolled room sales;
 - g. Overcoming problems which occur when guests complain;
 - h. Managing guest data who come in groups to maintain good relations with travel agents;
 - i. Always updating information on events which are taking place and on the day to come.

2. Assistant Front Office Manager:
 - a. Assisting the Front Office Manager in creating training programs and Standard Operating Procedures (SOP);
 - b. Helping the Front Office Manager take part in the employee selection process;
 - c. Controlling and supervising all Front Office workers carrying out their obligations;
 - d. Creating a good, fun work atmosphere and fostering work spirit;

- e. Assisting to attend meetings if the Front Office Manager is unable to attend.
3. Supervisor:
- a. Controlling and supervising all Front Office personnel carrying out their obligations;
 - b. Submitting new policies or information from Front Office Manager;
 - c. Making a schedule for the receptionist;
 - d. Helping resolve guest complaints;
 - e. Developing a work plan.
4. Reservation:
- a. Answering the telephone in the reservation room with the proper telephone manner;
 - b. Processing and completing incoming room reservations via telephone, e-mail, telex, facsimile, hotel applications, and others;
 - c. Approving or rejecting room reservations related to fully booked rooms;
 - d. Offering the highest room rates at the time of booking a room over the phone;
 - e. Explaining the facilities and room types to guests by telephone;
 - f. Always paying attention to the capacity of rooms which are empty, booked, and also being renovated.
5. Front Desk Agent :
- a. Standing by on the reception desk;
 - b. Always giving greetings to guests who enter the lobby;
 - c. Serving check-ins and check outs guest;
 - d. Doing room sales directly;
 - e. Helping the guests with room payments;
 - f. Helping provide the information needed by the guests;
 - g. Helping provide the latest information to team leaders regarding rooms, reservations, goods deposited, and upcoming events.
6. Bellboy:
- a. Helping carry a guest's bags efficiently and quickly to the guest rooms;

- b. Storing luggage or the guest bags that want to leave;
 - c. Welcoming and greeting new guests;
 - d. Installing a signboard in the lobby, and also in the convention hotel building regarding the ongoing activities;
 - e. Helping the guests in opening the door.
7. Concierge:
- a. Maintaining a Uniform Service Desk to help provide information;
 - b. Helping provide information related to hotel services, from rooms, restaurants, and hotel products;
 - c. Helping handle all guests' luggage which comes in, changes rooms and when the guests leave the hotel (assisted by bellboys);
 - d. Providing services to deliver the required letter or message;
 - e. Handling guests' luggage storage;
 - f. Handling guests' pick-ups and drop-offs.

3.2.2 Work Procedures of the Front Office Department at Hotel Grasia

The following are the work procedures carried out by the Front Office Department personnel at Hotel Grasia. The data is based on observations and carried out directly when doing an internship at Hotel Grasia :

1. Procedure of greetings

Greetings are an important task carried out by Front Office Department personnel at Hotel Grasia, because this is when guests already assess the image of the hotel.



Figure 3.3 Greetings

The work procedures carried out are:

- a. Front Office personnel, especially Front Desk personnel, must always be ready to greet guests, to respect the guests. The Front Office personnel, when doing greetings, are required to stand;
 - b. When the guests enter the lobby, the Front Desk personnel must immediately do greetings. At Hotel Grasia, the position to welcome the guests is to put the right hand to the left chest, say “Assalamu'alaikum”, and then it is followed by saying “good morning, afternoon or evening”, depending on the situation when greeting the guests;
 - c. After that, the Front Office personnel can directly ask what guests need.
2. Procedures for handling guests who ask for certain information at Hotel Grasia

Guests who come to the hotel, in addition to making room reservations, the guests also have certain purposes, such as asking for products at Hotel Grasia, wanting to meet the General Manager or the Accounting Department, and other needs. The work procedures used are :

- a. After doing greetings, a Front Office personnel can directly ask what the guests need, by saying "Good morning (depending on the situation) may I help you?";
 - b. After knowing what the guest needs, the Front Office personnel can immediately take actions, but if the actions take time such as making a phone call or meeting someone, the personnel must tell the guest to wait first and let the guest sit in the lobby chair, which has been provided by saying, "okay, Sir/Ma'am, please wait a moment, we will contact him/her first, please have a seat, Sir/Ma'am";
 - c. If the guest needs to meet someone who is at the hotel, the personnel can contact him by telephone. If the person addressed has already been contacted and met, the personnel can immediately notify the guest whether or not the person can be found. If possible, the personnel say, "Excuse me, Sir/Ma'am, Mr/Mrs. A is in his/her room; you can meet him/her on the 2nd floor in Room A. If Mr/Mrs. A cannot, but for reasons of being in a meeting or not at the place, the personnel can say, "Excuse me, Sir/Ma'am, I'm sorry in advance, Mr. A happened to be out of place, is there a message you want to convey?"; or I'm sorry in advance, Mr. A was having a meeting in his room, it might take a while to finish, do you want to wait?";
 - d. The last procedure is to wait for the guest's decision, if he/she wants to wait, personnel can notify one of the personnel at the Food and Beverage Service to provide a welcome drink. If not, the personnel can directly re-confirm whether there is a message to be conveyed.
3. Procedures for handling check-in guests through walk in guests

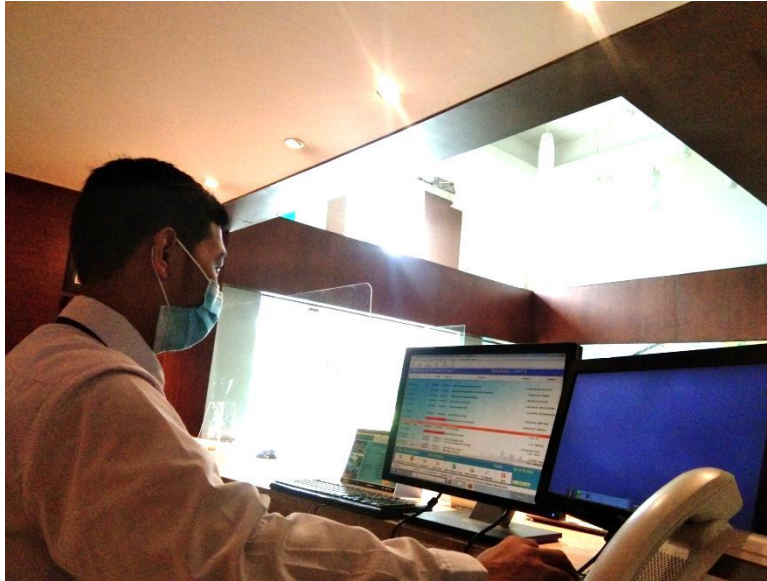


Figure 3.4 Check In – Check Out Process

A guest who enters the lobby and wants to make a room reservation directly is called a walk-in guest. The work procedures carried out are :

- a. After doing greetings, a Front Desk personnel can directly ask what guests need, by saying "Good morning (depending on the situation); is there anything we can help with.?"
- b. If the guest wants to make a room reservation, the Front Office personnel should say, "Alright Sir/Ma'am, have you made a reservation before?" If not, the Front Desk personnel can directly ask "How many nights, Sir/Ma'am? What type of room do you want? (the Front Desk personnel explains the types of rooms at Hotel Grasia)". If the guest asks for prices, the Front Desk personnel ask "A rooms with breakfast or without breakfast, Sir/Ma'am?" After finishing with the explanation, and the guest has chosen what type of room and with breakfast or without breakfast, the Front Office personnel repeats all the room reservation information for confirmation
- c. Next, the Front Desk personnel should ask for identity cards such as ID cards, driver's licenses, or passports to be photocopied to be used as guest records by saying, "Excuse me, Sir/Ma'am, can you help us with an identity card?". The paper used for photocopying is a personal data form for check-in along with a signature;

- d. After completing the photocopy, the Front Office personnel return his/her identity card and ask the guest's phone number to be filled in on the check-in personal data form by saying “Here is your identity card Sir/Ma’am; thank you in advance. Excuse me, Sir/Ma’am, may I have your phone number for this form?”;
- e. Next, ask for three signatures in personal data form, the signatures are for the regulations at Hotel Grasia, the first signature is for card returns at check out, the second signature is for no smoking, and the third is for no pets are allowed;
- f. In the last procedure, the Front Office personnel should ask for room payment by saying, “Sir/Ma’am do you want to pay for the room by cash or debit?”. If it is cash, the money given by the guest is stored in a special cash drawer for payment, then the guest is given a payment receipt, which is inserted into an envelope as well as an explanation of the room key, WIFI password, and information about breakfast time, the restaurant time, and also check out time.

4. Procedures for handling guest check-in online

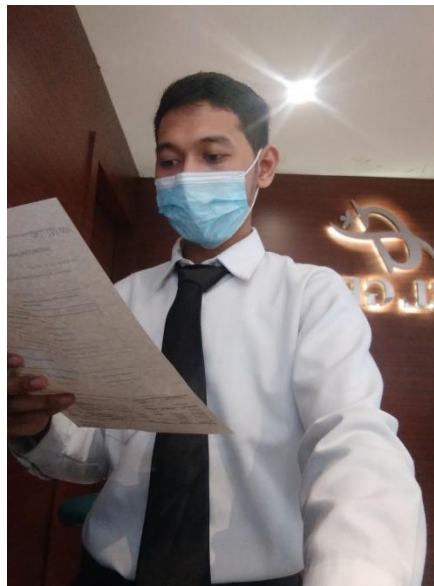


Figure 3.5 Check In – Check Out Process

Currently, guests can book rooms at the hotel in two ways, namely in-person and online. Guests who book rooms online are called OTAs (Online Travel Agents); the

guests who book rooms online usually use applications to book rooms at a hotel, such as Booking.com, Traveloka, Pegipegi, Tiket.com, Agoda, and many others. The working procedures are:

- a. After doing greetings, the Front Desk personnel can directly ask what guests need, by saying "Good morning (depending on the situation) is there anything we can help with?";
- b. The guests who have booked a room online will usually say "I want to check in", then the personnel can directly ask if he/she has a previous reservation. The guest will answer "yes, through the application". The personnel can directly check the hotel's email and match the guest's data. If the data is true, the personnel can immediately carry out the check-in process, if it is not the same or there is no booking order, the personnel must confirm back to the guest by saying "I'm sorry in advance, Sir/Ma'am, no booking orders have been sent to our email yet, maybe it hasn't been sent to the email, please wait a moment";
- c. When checking the booking order, the personnel must see whether the booking order has been paid for or not. If it has been paid for on the hotel voucher or booking order there will be an inscription "Paid"; otherwise, there will be an inscription "Prepaid"; so that the personnel must confirm the payment by the existing booking;
- d. The next procedure is to ask for an identity card, such as an ID card, driver's license, or passport to be photocopied for guest records by saying, "Excuse me, Sir/Ma'am, may I borrow your identity card, such as an ID card, driving license or passport for photocopy?". The paper used for photocopying is the personal data form for check-in along with the signature;
- e. After completing the photocopy, the Front Office personnel returns his/her identity card and asks the guest's phone number to be filled in on the check-in personal data form by saying "Here is your identity card Sir/Ma'am; thank you in advance. Excuse me, Sir/Ma'am, may I have your phone number for this form?";
- f. Next, the personnel should ask for three signatures in personal data form, the signatures are for the regulations at Hotel Grasia: the first signature is for card returns at check out, the second signature is for no smoking, and the third is for no pets are allowed;

- g. The next work procedure is that the personnel prints the guest booking order to be used as a guest record on that day and the data will be compiled.

5. Procedures for handling guest' check-outs

Hotel Grasia has a check-out schedule at 12.00 noon. The Front Office personnel has provided this information when a guest checks-in, so that the personnel will be able to contact or inform the guest to check out by telephone or directly by approaching his/her room. The working procedures are:

- a. Before 12.00, usually around 11.00 noon, the personnel will start contacting each guest to remind him/her of the check-out schedule. This is useful for anticipating the guest for late check-out, which will have an impact on charges;
- b. Practicing the procedure for reminding the guest by telephone, the personnel will say "Assalamu'alaikum, Excuse me Front Office, sorry to bother you in advance. Sir/Ma'am, I am from the Front Office, just want to confirm for the room, do you want to extend your room until tomorrow Sir/Ma'am?" If the guest answers "Yes, I will extend until tomorrow" the personnel can immediately answer "Oh okay, Sir/Ma'am, thank you for the confirmation. If the room needs to be cleaned later, just contact us by pressing the 802 buttons on the telephone." If the guest does not want to extend, the personnel can say "Alright, Sir/Ma'am, thank you for the confirmation, I'm sorry in advance Sir/Ma'am for our check out schedule is at 12.00 Sir/Ma'am";
- c. Practicing the procedure to remind directly, personnel can go directly to the guest room, then knock on the door 3 times politely, it is not too loud, and then the personnel says "Assalamu'alaikum, Front Office". The procedure is repeated until the guest opens the door, if the guest does not respond, the personnel can contact him/her by telephone. After the guest opens the door, the personnel can immediately say "Excuse me Sir/Ma'am, I am from the Front Office, just want to confirm for the room. Do you want to extend your room until tomorrow, Sir/Ma'am?" If not, the personnel can say "Alright, Sir/Ma'am, thank you for the confirmation, I'm sorry in advance Sir/Ma'am, our check out schedule is at 12.00, Sir/Ma'am";

- d. After contacting the guest, the personnel can stand by back to the reception desk and wait for the guest to return the key and confirm whether there are additional unpaid bills such as ordering food or drinks as well as adding extra beds;
 - e. If during guest checking there is no additional bill, the personnel can say to "how is the room, Sir/Ma'am? is there any feedback for us going forward?." After that, say "Okay Sir/Ma'am it's done, thank you very much, we are waiting for your return visit. Be careful."
6. Procedures for answering the phone from outside the hotel and inside the hotel



Figure 3.6 How to Answer Call

When working in a hotel, answering the phone is something which the Front Office personnel must always do, especially working in the department which is always in contact with guests with various interests. The Front Office Department is one of the departments at Hotel Grasia which answers the phone very often, from the guests who want to make reservations; the guests who ask questions about hotel products; and the guests who want to make appointments with important people at Hotel Grasia. In answering the phone there are also several procedures which must be followed, and the procedures are:

- a. When the phone rings, the first procedure which must be done is to first look at the small screen on the telephone, in order to find out if the call is from outside the hotel or from inside the hotel. Usually, if the call is from outside, on the small screen only the number will be listed, on the small screen it will be stated which department or room number is calling;
- b. After knowing who is calling, the personnel can immediately answer it by saying "Assalamu'alaikum, good afternoon (depending on the situation) Hotel Grasia, with Morry (name of personnel who answer the phone) may I help you?";
- c. If the guest wants to book a room or to make a reservation, the personnel can immediately tell the guest whether there are still rooms which can be booked or not. The personnel can say "oh okay, Sir/Ma'am, wait a moment, we will check it first. Thank you, Sir/Ma'am, for waiting. Regarding the room, we still have rooms available on this date. Which type do you want? How many nights? Is it with breakfast or without breakfast?";
- d. If the calling guest wants to ask questions about hotel products, the personnel can provide the number of the worker who takes care of this or notify the guest that the hotel will contact the guest. Personnel can say, "Well, Sir/Ma'am, for more information, can we ask your contact number? later, our party will contact you regarding the product in question";
- e. If a guest wants to talk to one of the workers at the hotel, such as talking to the General Manager, Accounting Department, Human Resources Department, or any others, the personnel can immediately take action to help the guest by contacting someone whom he/she wants to meet. However, before contacting him/her, the personnel can first ask who is calling; from which company or institution; and what purposes he/she has. The personnel can to contact the related party by saying to the guest "Alright Sir/Ma'am, please wait a moment I will try to connect";
- f. Next, to connect the telephone, the personnel will press the number 7 on the telephone, and then continue pressing the extension number he/she want to contact, for example, the Accounting Department extension number, which is 806, so that after pressing the number 7 the personnel can continue by pressing the number 806.

After connecting the personnel will say, “Assalamu'alaikum Front Office, Excuse me, Sir/Ma’am, there is a call from (who is the guest calling), (from which company or institution) and (what the guest need)”. If the intended party wants to receive it, the personnel can immediately turn off the phone, automatically the guest's phone will be directly connected to the intended party. If the recipient is not at the location, the personnel can press the red button on the telephone to continue the conversation with the guest by saying "Hello Sir/Ma’am, back to the monitor, thank you for waiting. Someone you want to contact, happened to be not at his/her place. Is there a message you want to convey?." If there is no message to be conveyed, the personnel can immediately say "Alright, Sir/Ma’am, if that's the case, thank you for calling Hotel Grasia. Good afternoon (depending on the situation)”.

7. Procedures for checking room



Figure 3.7 Checking Out Room

Checking the rooms is one of the duties of the Front Office personnel after guests check out leaving the hotel to ensure whether any guest items are left behind, and to ensure whether the items in the hotel room are still there. There are items which can be used for free, but they are not allowed to be taken homes, such as the Al - Qur'an, the *kalbu* book, and the prayer mats. Checking the room is also done to check whether the guest who should have checked out is still in the hotel room, so that the personnel can

confirm to the guest regarding the check-out schedule at Hotel Grasia. The work procedures are:

- a. After the guest checks out, one of the personnel walks directly to the guest room to make sure the room is empty. The personnel firstly visits the guest room, and then knocks 3 times by saying "Assalamu'alaikum, Front Office". If there is no response, the personnel can directly go inside to check it using the master card key;
- b. Once inside, the personnel immediately check the hotel items which are not allowed to be taken home, namely the Al - Qur'an, *kalbu* books, prayer mats and hair dryers. If it is still in place, the personnel immediately check around the room whether there are guest items left or not;
- c. If there are hotel items which are not available, the personnel immediately notifies the Front Desk to contact the guest again to ask whether any hotel items have been brought along or not;
- d. Likewise, the guests have agreed not to smoke in the room. When checking out the personnel can directly check the room, whether there is a smell of cigarette smoke or not. When there is one, the personnel imposes charge to the guests. The guests have agreed to a ban on smoking in the room when checking out, so a charge can be applied. If the guests want to smoke, they can choose a room or tell the personnel to put it in a room which is allowed to smoke;
- e. If the personnel finds the guest items left behind, personnel will store them by placing them in plastic or cardboard. After that they will be labeled as to the number of items from the room; then the personnel will contact the guest.

8. Procedures for handling complain

The Front Office personnel do not escape complaints from the guests. Overcoming complaints properly will have a good impact on the guests and the hotel. Each of the personnel will look more professional and competent as well as what the guests want is fulfilled. The working procedures are:

- a. The personnel must be prepared for any complaints which guests make about, from the air conditioning which is not cold; the guests who want to change rooms because

- they hear the sound of vehicles from the road; dirty bathrooms; hot water not working and other things;
- b. First of all, the personnel must be ready to listen to what the guests are complaining about. After the guest complains about what is needed, the personnel immediately takes an action by saying, "Oh alright, Sir/Ma'am, we apologize for the inconvenience, regarding (the problem complained of). We will help you Sir/Ma'am to get over it;
 - c. If it is related to a dirty room, the personnel directly contact the Housekeeping Department to clean the guest room. If it is related to air conditioning and hot water, the personnel can contact Engineering Department. If it is related to moving rooms, the personnel can help move to a soundproof room. The personnel can immediately help move guest items to a new room. After that the personnel apologizes again for the inconvenience experienced by the guests;
 - d. After the complaint is resolved, usually the Front Office personnel will provide fruit or drinks as a feeling of guilt for what is experienced by the guests.

3.3 The Current Situation of the Front Office Department at Hotel Grasia

Nowadays a lot of people who looking for a place or accommodation to make an event, such as a wedding, birthday party, private dinner, family or company gathering, meetings, and other events. So that many people need a service provider as well as a place to carry out the event, Hotel Grasia is one of the hotels whose target market focuses on MICE (Meeting, Incentive, Conference, Exhibition) activities. Currently, Hotel Grasia can be said to be a hotel which is often sought after by people, especially people who live in Semarang to help carry out events. There are four meeting rooms and two spacious ballrooms so many people really like it, and Hotel Grasia has packages that are arguably not too expensive so people can afford to rent them. Not only about the facilities they have, but the workers at Hotel Grasia are also workers who are experts in implementing and assisting MICE activities. The Front Office Department is one of the departments which can support MICE event activities. The Front Office Department at Hotel Grasia helps guests to plan event reservations, provide the information needed by guests

such as the number of the hotel in charge of the building, what products are in the hotel, and arrange rooms if there are guests who want to book a room at once with holding an event at the Hotel Grasia. Even during the current pandemic, Hotel Grasia is still holding MICE events which of course are carried out with the existing health protocols. The Front Office Department also has an important role for Hotel Grasia in assisting workers and other departments in managing MICE activities with health protocols. Front Office personnel will help every guest who visits to attend an event at Hotel Grasia and remind them of the existing health protocols, by always wearing a mask in the Hotel Grasia scope, helping guests to wash their hands, or use hand sanitizer when guests enter the lobby personnel will check the body temperature first if the guest's body temperature exceeds the normal temperature, the guest will be asked several questions regarding what symptoms the guest may be experiencing to anticipate the impact of being exposed to the virus.

3.4 The Importance of using English which can help the Front Office Department at Hotel Grasia carried out their tasks

The Front Office Department at Hotel Grasia is a department which must be able to serve guests with various needs. To be able to provide the best service, Personnel of the Front Office Department at Hotel Grasia are also required to master many abilities including communication. Communication is an important thing which is always used by personnel to serving the guest, with communication personnel can know, understand and directly serve the guest need, not only that personnels are required to be able to speak with English because the use of English will greatly impact both the Front Office personnel and the Hotel. A company and employees who are able to use English as their communication skills will get a good and professional image, and of course, will be very helpful in their work. With English personnel can serve guests who visiting Hotel Grasia from home and also overseas. The Front Office Department at Hotel Grasia needs to record all of the guest data also voucher hotel booking in inbox hotel email as one of their tasks. Sometimes data storage through the Gmail application will not last long so personnel needs new tools that can store guest data for longer. Microsoft Outlook is one of the tools that personnel can use to store primary data for longer. However, in its use, Microsoft Outlook uses English, so it takes a long time to connect it because you have to understand English first. So that

the use and mastery of English are important for the work of Front Office Department personnel at Hotel Grasia. Likewise, when personnel reply to emails from overseas guests, personnel must be able to read and understand what guests ask and inform. For example, information regarding guests who want to be picked up at what time at the airport, personnel must be able to understand such information to provide the best service. So, the use of English can help personnel of Front Office Department is more ready to give their best service, and the personnel can look be more professional.

CHAPTER 4

CONCLUSION

4.1 Conclusion

Based on the discussion which has been done, the following conclusion can be drawn. First of all, the Front Office Department at Hotel Grasia is a department which has many tasks and responsibilities to serve the guest with the best service. The Front Office Department at Hotel Grasia has work procedures and SOP (Standard Operations Procedure) which must be followed. The Front Office Department at Hotel Grasia is also Department which has an important role in providing a good image for guests who will visit Hotel Grasia, because this department is the first department which provides services to guests who come and also the department which provides first and last impressions to guests. So, the provision of good, professional, and quality service will be highly appreciated by the guests and will be used as consideration for returning to stay at Hotel Grasia.

The Front Office Department has a big role in the running of the work at Hotel Grasia. Even during the pandemic, The Front Office Department helped to organize activities at Hotel Grasia by always complying with health protocols. Guests are served with existing health protocols, from helping remind guests to always use masks within the scope of Grasia Hotel, reminding guests to wash their hands before entering the lobby, using hand sanitizer to checking the guest's body temperature. Not only for the guest, personnel of the Front Office always giving reminders to all the worker's hotel to always follow the health protocol.

Using English can help the Front Office Department do its job more easily. Personnel can use English to communicate with overseas guests, personnel can also operate various tools to simplify their duties by using English as a means to understand the tools. Not only that, mastery of English will have a very good impact on the hotel and also employees because both will be considered very good in providing services for guests from home and overseas and will look more professional. Moreover, to achieve the best service quality, the Front Office Department is required to provide services with a hearty and sincere sense, so that guests will feel a feeling of satisfaction and pleasure, which will arise by itself, and as a result, the guests will provide good

feedback. Good feedback will give satisfaction and also a pleasure for the Front Office department, so that it can be used as motivation to work even harder.

4.2 Suggestion

Based on the conclusion mentioned above, the following suggestion can be made. The quality of service provided to the guests should be maintained and improved to keep the trust of the guests who have visited Hotel Grasia and it is hoped that prospective guests will come. To improve the quality, the hotel management can fix public facilities which are often used by guests and the personnel, so that when the guests want to use, they feel which the facilities being used are always well maintained.

Furthermore, the hotel personnel must always be ready to serve the guests; they should be very good at serving the visiting guests from home and overseas. The hotel personnel should improve the quality of their services by understanding what guests want. In order to facilitate this, communication is the most important thing, especially the use of English, which is intended to understand and do business with the guests from overseas.

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Appendix

Interview Transcript with the personnel of Front Office Department at Hotel Grasia

- Date : Sunday, 14 February 2021
- Time : 12.00 – 12.34
- The Writer : Mertantio Morry Yamiko Sugiyanto
- The Interviewee : Reziana (Front Desk Agent of Hotel Grasia)
- The Writer : “Good afternoon miss Reziana, I would like to say Thank you so much for taking the time to interview this afternoon. Before we start let me introduce myself first, my name is Mertantio Morry Yamiko Sugiyanto, I’m a student at Diponegoro University that majoring in English Diploma in Vocational School Faculty, Batch 2018. Okay, Ms., let's start, for the first question, who do I interview with?.”
- The Interviewee : “oh oke mor, my name is Reziana.”
- The Writer : “Alright sis, good afternoon mba reziana. Ma'am, if you may know, how long have you been working in the Front Office Department?.”
- The Interviewee : “I have worked in the Front Office Department for almost 2 years. Since 2019 in the last month.”
- The Writer : “What is joy and sorrow while you working in Front Office Department?”
- The Interviewee : “Well mor, for the joys and sorrows, I like it more, I like interacting with people, the Front Office Department works more like a public service serving guests. I like being able to serve guests in my way by providing the best service. If guests are satisfied with the service I provide, I'm

also happy. Now, if it's sad to handle complaints, I can accept complaints from management errors, but if the guests complain, look for "errors, for example during high season there are guests who get a fairly high price, usually, guests will be like "I paid a lot for this hotel, I should get it the best, so the guests are always lacking in the service provided. Even though the services provided are already with the SOP. For example, there is a guest who complains about the AC or lamp having a problem even though the card to turn on the electricity has not been entered. So that at that time many guests were checking in but it made it complicated. So I and the others have to be extra patient to serve it.”

The Writer : "Oh, yes, Ms., it's really more like a public service, so serving for public. It's true, Ms. makes it complicated, so we are busy serving guests but instead, they are complicated. Moreover, the card for turning on electricity has not been inserted. Okay, Ms., it was in the high season, what about in the low season, Ms.?"

The Interviewee : "If the low season is rare because the work is not much, there are not many guests, so there are no challenges. It's just as sad as Shifting, the work doesn't recognize holidays, so it's a holiday, a national holiday if the schedule is work, then work."

The Writer : "Regarding your own work, Ms., did you say that you like guests, and meet people like that. So, how do you create a Good First Impression? So guests who just enter the lobby can immediately get a good impression, Ms.”

The Interviewee : "Oh yes, mor you right, we must be able to create a good impression. How to make a first impression from me. For example, guests just entered the lobby, we must welcome them with a smile. Don't be forced

to smile, continue with greetings, when the guest gets closer to the reception desk, you'll immediately ask what the guests need, and just get to know them. Especially if guests have come here before, we treat them like family but still formal. If this is the first visit, we have to be as friendly as possible and give the best of our service."

The Writer : "Okay Ms., Regarding the next question, Ms. So people works apart from liking because passion also to increase income. Now, according to you, working in a hotel, especially in the front office, is it enough for your daily life, or maybe you should work first to gain experience."

The Interviewee : "Alright, Mor, as far as I know, each hotel has a different salary, if for me the salary is enough, I can afford to eat snacks and for daily needs. if the hotel is average, the salary is basic + service, but there are different things, for example, like a daily worker depending on how many days you enter the hotel where you work per day. Then the basic salary for daily life can be if the service is like extra money and there is also money for eating. As well as the facilities that can be obtained monthly. So in 1 month I get a basic salary, service, BPJS health, and eat 1 lunch. If it's related to looking for the true experience, I also want to look for other opportunities. Want to try all the departments in the hotel."

The Writer : "Okay Ms. i understand. Let's go to the next question, Ms., at the Hotel Grasia itself, what's the organizational structure like, madam?"

The Interviewee : "For the top position, there is the Front Office Manager, below it there is the Assistant Front Office Manager, then there is the Supervisor, at the bottom there is Reservation, Front Desk Agent, below is Bellboy and Concierge."

The Writer : "Well, Ms. Morry is clear, for the next question, what are the duties and functions of the Front Office."

The Interviewee : "The Front Office has a lot of assignments, I'll just tell you the tasks per section, so that it's clear. Then later you can add it, you already know what tasks are done in the Front Office."

The first task is Front Office Manager:

What we already know is that the Front Office Manager's job is to supervise and direct the operational work in the Front Office, and that's every day. That's why those who work on shifts must always update. Then the Front Office Manager usually makes schedule shifts for other Front Office personnel. Solving problems that occur, but usually, this problem can't be handled by the front desk agent. Help Front Office personnel manage group guest data in high season. Hold a meeting for work evaluation usually on Monday. There's a lot more, you'll just add it later.

The second task is Assistant Front Office Manager:

You know, the first task is to help the Front Office Manager, like to schedule Front Office personnel, to replace the Front Office Manager when unable to attend meetings, to help create training programs and much more. Then the Assistant Front Office Manager also has the same task of supervising and directing all Front Office personnel. That's all it seems, you'll add it later.

The third task is Supervisor:

You know what their duties are, we are always supervised at work so that we are always ready to serve guests. Usually the Supervisor helps with schedules too, but for Front Office Staff, from Front Desk Agent, Reservation and Bellboy. You can also help us to deal with guest complaints.

The fourth task is Reservation:

Answer the phone in the reservation room, continue to complete the room reservation process. When selling the room, the reservation clerk provides information to the guest with the highest price first. Provide information on room types, products in the hotel. The last one always pays attention to the capacity of the room, whether there are still vacant rooms, those that have been filled, and those that have been renovated.

The fifth task is Front Desk Agent:

We know yes, first look after the reception desk. Always ready to make greetings to guests and hotel workers who pass through the lobby. Help guests check in - check out. Continue to sell Rooms and the last is to tell guests event information and much more.

The six tasks of Bellboy:

Help carry guest bags, store guest items, help open doors, and welcome guests.

Then the last task Concierge:

There is Concierge job that is the same as Bellboy. For example, like helping guests bring their things to the room, but the Concierge's job is

to look after the Uniform Service Desk, the desk is in front of the reception desk, to help guests who ask for information regarding the event that is taking place, where is this building of it and other information, continue to handle goods storage as well

The Writer : "Okay Ms, sorry is very clear, thank you, Ms., later sorry will also add what sorry got during the internship at the Front Office. What about its own function, Ms.?"

The Interviewee : "Front Office function is as a guest information center, as a first and last impression. So the front office must be able to brand the company, must also be able to be a salesperson, must be able to provide product information at hotels, events and meetings. That's a very important Front office function."

The Writer : "Okay Ms. ready. Ms. during this pandemic, do you have any additional tasks?. For example, like now you always inform guests to always wear a mask or is there something different, madam?"

The Interviewee : "The Front Office has additional duties but follows the directions and rules from management during the pandemic, so the task is for all Front Office personnel, especially Bellboy who welcomes guests at the entrance, Bellboy will direct guests to wash their hands before entering the lobby, then Front Desk after doing greetings must check the guest's body temperature with thermogan, if the guest is a group later the officer will direct the guest to line up and maintain a distance of 1 meter. So more implementing the health protocol, continue all hotel workers, especially those who have a lot of contact with guests such as the Front Office Department and the Food and Beverage Department always use face shields and masks. For the use of mask, all of the workers are wearing, even if you are an apprentice and also with gloves,

so that must all be done. For every guest item, the concierge will spray disinfectant first, then they can enter the hotel. Hand sanitizers, sterile pens, and tissues have also been prepared at the Reception and Uniform Service Desks. Then when checking in and registering the guest personal data form, you will be informed of several provisions during the pandemic, this is for newcomers who are not from the city of Semarang, they must fill out the arrival form. This is a provision of the Semarang city government, so guests from outside the city are required to fill out an entry form to anticipate where these guests come from, what do they want to do in Semarang, where are they going and how long will they stay, whether the guest has a history of illness or not before, then sign and upload via the website on the entry form.semarangkota.co.id, and the staff will assist the guest in filling it out. We also have to always remind guests before entering the lobby to wear a mask.”

The Writer : “Oh, that means more emphasis on implementing the existing health protocols, Ms., and these tasks are really important because there are still many cases of this pandemic. Alright, Ms. iunderstand, on to the next question, during the pandemic, what is the role played by the Front Office in keeping the Hotel Grasia environment in a healthy and hygienic condition?”

The Interviewee : “maintaining the work environment, always cleaning, paying attention to the cleanliness of the surroundings. When changing shifts, it will always be disinfected, the officer will help clean the lobby doorknob with disinfectant.”

The Writer : "Oh, yes, ma'am, good, if for you yourself when doing tasks, are there any problems, madam? For example, such as handling complaints from guests?”

The Interviewee : "As long as the Front Office can handle the problem on its own, we don't ask for help from others. For example, a guest who asks to move room, just looks for an empty room and just changes it if it's the same type. For example, if the AC has a problem, for the AC problem, it means an internal problem, so we can contact the engineering department. Then complain like the water is clogged, we just have to move it to a good empty room. Then for example, there are constant complaints, like a smelly room, the officer can immediately spray with room deodorizer, but the room is still stuffy offering guests to change rooms. After that, there is another complaint, there is no solution. We can upgrade to a room with the type above. If the problem is still no solution, we can give VIP treatment services and as an apology we can provide fresh fruit and drinks."

The Writer : " Woah, so we really have to be resourceful ya Ms., and we have to be calm so we can think about the best solution. Very cool, thank you Ms. Now, let's go to the last question, In order to work in the Front Office Department, what skills must be mastered?"

The Interviewee : "Oh okay mor, in my opinion are :

- Good at communicating with others
- Public speaking
- Have mentality, dare to meet other people
- Confidence
- Don't be shy
- Communication is important
- Solution-oriented
- Discipline, honest, responsible
- Can Control Emotions

- Don't take it too seriously
- Grooming (Good Looking)

The Writer : "Oh okay Ms., Morry already noted it, thank you very much for your help and time to do an interview this afternoon. Later, if Morry has additional questions, you can help again, ma'am."

The Interviewee : "Yes, mor, it's okay. We help each other. Yes mor it's okay just ask. I hope it helps."