

# CHAPTER I

## INTRODUCTION

### A. The Background of the Research

Industry is a group of manufacturer or business that produces a particular kind of goods or services. The hotel industry is one of the largest business in service today. One of the good services is also demonstrated by having good foreign language skills, and manners. In this era modern, having good foreign language skills is very important. English in international language is commonly used for companies, educations, and including hotels.

English is very important to invite or welcome tourist guests, especially international guests, both directly and indirectly. Many tourists who come to Indonesia cannot speak Indonesian. It will be the government in the tourism management sector so that the services provided are very satisfied to the tourists. In addition, there are other services that provide many information with using English because this is very important for tourists when they are visiting the object for the first time.

In modern era, industrial sectors in Indonesia which includes the hotel industry is very influential. Hotel basically builds for public accommodation with providing many other personal and business services such as, meeting room, entertainment, and halls. In addition, hotel provides special services in order to gain the customer with the promotion, hotel will get many

advantages that we can get from the numbers of local and tourists who stay in hotel especially in Indonesia.

Based on these assumptions, the writer wants to explain about the work of a Concierge obtained during the internship. There are some works in Concierge and the writer would like to observe the jobs for each week during the internship in a month. That is why “The Job description of the Concierge in the Front Office Department at Antero Jababeka Hotel by Prasanthi” is chosen by the writer for a paper in order to get degree in diploma III at STBA JIA.

## **B. Research Questions and Scope**

### **1. The Questions of the Research**

The question of the research is, “How are concierge jobs in the Front Office Department at Antero Jababeka Hotel by Prasanthi?”

### **2. The Scope of Problem**

In the Antero Jababeka Hotel by Prasanthi there are various departments that can be discussed wisely in this paper.

## **C. The Objectives and Significances of the Research**

### **1. The Objectives of the Research**

The objective of the research is to know how the job of concierge in Front Office Department at Antero Jababeka Hotel by Prasanthi.

## **2. The Significance of the Research**

The purpose of writing this scientific paper are:

- a. To know the job of concierge at Antero Jababeka Hotel by Prasanthi.
- b. To give the writer more knowledge about English and how to practice English in the fields of hotel.

## **D. The Operational Definition**

### **1. Front Office Department**

Front Office Department is one of the many hotel business departments that interacts directly with guests when they first arrive at the hotel. Front Office Department includes Front Desk, Uniformed Services, Concierges, Front Office Accounting System, and Private Branch Exchange (PBX), a private telephone network within an organization.

### **2. Job**

The job of a Front Office Department is handling transactions between the hotel and its guests. The staff receive guests, handle their requests, and made a first impression of the hotel in their mind.

## **E. Research Methodology**

In executing the research, the writer applies the descriptive qualitative analysis. Sugiyono (2009) defined that qualitative analysis is the method that based on post-positivism, used to examine the natural object of condition where the writer is the key instrument (p. 15).

In this research process, the writer uses a descriptive qualitative analysis with technique observation, collecting data, and documentations at Antero Jababeka Hotel by Prasanthi which is located on Jl. Benyamin Sueb Jl. Blk. I No.Blok, Mekarmukti, Kec. Cikarang Utara, Bekasi, Jawa Barat 17530.

#### **F. The Systematic of the Paper**

The systematic of this paper is mean to make the writer is easier in taking the understanding of this paper. This writing is divided into five chapters as follows:

Chapter I: Introduction. It performs about the background of the research, the research questions and scope, the objectives and the significances of the research, the operational definition, research methodology, and the systematic of the paper.

Chapter II: Theoretical Description. It explains about the definition of hotels, type hotel, hotel management, hotel marketing management, hotel departments, jobs desk of front office department, and relevance research.

Chapter III: Company Profile. It performs about company history, organization history, procedure and work frame.

Chapter IV: Report of Observation Findings. It explains about data description, observation obstacles, and problem solving.

Chapter V: Conclusion and Suggestion. It performs about the conclusion and the suggestion of this paper to the hotel for the improvement.

