

# CHAPTER I

## INTRODUCTION

### A. Background of Research

A hotel is a place where one can either rest or remain in the shade for even a moment. Hotels are also often used as vacation or transit sites for business trip far from home. Located near Bekasi Station is also close to Bekasi general hospital, making IXO Hotel Bekasi become one of the most strategically located among many others Bekasi especially with quite competitive prices.

In spite of all the facilities provided by a hotel, it also cannot be denied that a friendly service will make the hotel as a convenient place to visit. The employees of the front office can be described as the front guard of a hotel, especially the receptionist who will always stand by on the spot. The receptionist at the hotel is reflecting on the representation of a hotel and bringing the character of the hotel in person for the first time. The guests' first impressions will naturally begin at the reception desk. Greeting a guest must be polite and kind to create a conducive atmosphere. When a receptionist at a hotel responds in an unmannerly manner/less polite, it will certainly make guests feel uncomfortable and may not do the visit to return.

The first thing is important enough to know the main task of this important position. Be advice, the first most recent review will come from its receptionist

behavior. It is not surprised if this task is quite important to do and well understood. In general, a hotel receptionist will run some important tasks.

First of all, someone who serves the position should be able to greet the guests who come and welcome them with a friendly smile. Avoid making a sour face as it can make guests feel offended. Even worse, guests can feel uncomfortable and give you a negative review. Next should be able to provide the right information to guests who come to visit. For example, the facilities will be obtained by the guests, when the time to check in and time to check out, as well as forth. Keep the guests get adequate information and are satisfied with the explanation that has been given.

Feel free to ask the hotel supervisor if there are any loose items. Then the task to do is required to serve guests who come to the maximum. Especially in terms of helping guests to get ordered rooms, and direct guests to the various things that matter. For example, it provides info number and the number of rooms to the room.

Then it can also provide information about wifi passwords, up to food schedules as well as other important information. And it's not uncommon for a receptionist to take on other duties such as holding a social media hotel to answer a question from a potential guest, update an update on hotel information for a new campaign or policy, even to edit a poster that should be advertising on hotel social media. In spite of all assigned duties, it is also important of the hotel management

to pay attention to the welfare of the receptionists. An adequate workforce will make work so more maximal.

### **B. The Scope of the Problem**

In this research, the analysis wants to focus on how to analyze a job of Receptionists in IXO Hotel Bekasi and discuss about efficiency time. During Internship in IXO Hotel Bekasi many activities as Receptionist in Front Office department.

### **C. The Question of the Research**

Based on the background above, here are the questions of the research:

1. What is Job Description?
2. What are the obstacles found during internship in IXO Hotel Bekasi?
3. How is the solution of those obstacles?

### **D. The Objective of the Research**

Based on the question of the research above the objective of the research:

1. To know about the Job Description.
2. To know the obstacles that is found during internship in IXO Hotel Bekasi.
3. To solve the problem during the internship IXO Hotel Bekasi.

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

This research paper is worthwhile, not only for the writer but also for readers especially those who study English or have interest in hotel. From doing the research in theoretically, it hoped could find the solution.

### **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**

This chapter is containing the background of the research, the scope of the problem, question of the research, the objective of the research, the significance of the research, and the systematic of the research.

#### **CHAPTER II THEORITICAL DESCRIPTION**

This chapter explains about the characteristic of IXO Hotel Bekasi.

#### **CHAPTER III COMPANY RESEARCH**

This chapter explain about the Hotel Managaemen and structure organization.

#### **CHAPTER IV REPORT OF OBSERVATION**

This chapter explains about the data description, observation obstacles, and problem solving.

#### **CHAPTER V CONCLUSION AND SUGGESTION**

This last chapter explains about the conclusions and suggestions of the paper to the IXO Hotel Bekasi for the improvement.

