

The Procedure and Language Expression Used by Front Office Staff in Handling Check – in at Bintang Bali Resort

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Abstrak: This research aims to determine the procedures and language expressions used by receptionists at Bintang Bali Resort when handling check-in. Bintang Bali Resort is a five-star hotel located on Jl. Kartika Plaza, Kuta. This research uses a descriptive study method, employing 2 subjects, namely supervisory staff who have worked for 2 years at Bintang Bali Resort. In this research, data were collected through observation and interviews. In analyzing data, this research employs steps (B. Milles and Huberman, 2014), namely data reduction, data presentation, and drawing conclusions. Data analysis shows that all methods of managing check-in are very important, and the dialect expressions used by each receptionist are different and varied but have the same reason, namely to create guest satisfaction, provide a good first impression, and make guests feel comfortable

Keywords : procedure, language, expression, front office, check in

1. INTRODUCTION

English is a natural thing for people who work in the world of tourism/hospitality because English is the language that must be used when dealing with outsiders who want or will stay at a hotel. Therefore, the facts prove that English must be mastered, especially in the hospitality industry. A hotel will have various departments, such as the front office, Food and Beverage Service Department, House Keeping department. There are several processes when staying at a hotel or villa. The initial process when entering to stay at a hotel or villa is called check-in. And this process is carried out at the Front Office and, of course, will be served by a receptionist.

The front office is the first part guests encounter when entering a hotel. In that place, there will also be a process from guests entering the hotel to leaving the hotel. According to Nawar (2002: 1), Front Office is a department that directly provides services to guests. The front office is the department that handles the guest who will use the room from the reservation process, the reception when the guest arrives (checks in) until the guest leaves the hotel or what is often known as check out (Tuwi, Bagus, Darma, Sadi: 2018) An officer who maintains the front office of a hotel is called a receptionist. The receptionist is a part or part of the Front Office Department. It is responsible for serving guests who check in or check out (Sambodo & Bagyono, 2006: 33). who will always face a receptionist with guests who will enter a hotel? The receptionist at the hotel does not only consist of one person, but several people who will take turns looking after the front office area, whether senior or junior will be assigned to look after the front office area if they get a replacement. A receptionist will have a big responsibility when faced with guests.

Check-in is the initial process that is always carried out by guests when they want to stay at a hotel. According to Bagyono & Sambodo, check-in is a process that guests must go through when they want to stay at a hotel. The standard check-in process varies. Some are conventional, such as check-in in general, where after arriving at the lobby, guests will be greeted by concierges, bellhops, and GRO and head to the receptionist counter (Auliana: 2022:67). In a hotel, especially a 5-star hotel, when a receptionist gives his maid to guests by saying polite and informative words according to hotel standards, it will make guests feel more welcome, and guests will feel comfortable with the language used by the receptionist said by the receptionist. Blue & Arum (2003:77) state that:

“in many parts of the world, the art of greeting, soliciting information, thanking and bidding farewell requires some measure of familiarization with the relevant English expressions before a person can serve effectively as a receptionist, telephonist or in other guest-contact capacities.”

In various countries, the art of greeting, requesting information, thanking, and saying goodbye has some degree of familiarity with relevant English phrases before functioning effectively as a receptionist, operator, or other guest-facing competence. You must be familiar with it (Blue & Arum, 2003)

This research will focus on how the language used by reception staff in serving guests when handling the check-in process, where in this process there are usually guests who have made reservations in advance and there are also those who have not. For this reason, I as a researcher want to know the procedures and language expressions used by the front office staff at Bintang Bali Resort in handling the check-in process. The author decided to identify procedures and language expressions that are often used by Receptionists at Bintang Bali Resort when handling check-in, namely by reminding them to always use polite language expressions and always comply with SOP procedures at every hotel, especially at Bintang Bali Resort. One of the five star hotels located in the South Kuta area, more precisely on Jalan Kartika Plaza Kuta 80361 with P.O.Box number 1068 Tuban-Bali Indonesia. This hotel was officially opened on December 5 1990 by Mr Joop Ave as the Director General of Tourism at that time. Ownership of this hotel is under the auspices of PT. The Growing World of Tourism. This hotel was built on approximately 6 hectares of land.

2. METHOD

The data in this research was collected through observation and interviews. Observations were carried out to directly observe the check-in process carried out by front office staff, while interviews were carried out to obtain additional information from front office staff. The subjects of this research were the Front Office staff at Bintang Bali Resort who have met the qualifications. The author asked two supervisory staff where they have worked for 2 years, as reception staff at Bintang Bali Resort. The data obtained in this research was analyzed descriptively. Analysis is carried out by summarizing and interpreting data obtained from observations and interviews.

3. RESULT AND DISCUSSION

This research involved two front office staff at Bintang Bali Resort. The two staff were observed while handling check-in. The findings from conducting observations and interviews are described in table form to determine the function of language and language expressions used by front office staff at Bintang Bali Resort.

Merriam-Webster (1928) state that, check in is the activity of reporting that guests have arrived at a hotel, an airport, and also the time when people allowed to check-in. There are SOP of handling check in guests that can be seen as follows:

a. Greeting, Welcoming and Offering Assistance

Greeting is one of the functions of English that are usually used by the people when they meet someone in the hotel and offering assistance is language function is used when we put forward something to be considered, so it can then be either accepted or refused.

Here are some language expressions used:

- “Good morning, Sir/Madam. Welcome to Bintang Bali Resort, How may I assist you?”
- “Good morning, Mr. Brown. It’s nice to see you again. May I help you?”
- “Good afternoon, Mrs. Tia. Welcome back to Bintang Bali Resort, can I help you?”
- “Good evening, Mr. Felix. How nice to meet you again. May I help you?”

b. Checking it in the system

Asking permission is one the functions of English that is used for reconfirming the family name to avoid wrong guests.

Here are some language expressions used:

- “Please wait for a moment while I’m checking your reservation data, Sir/Madam”
- “Let me just check your booking”
- “Let me just have a look, Sir/Madam”
- “Would you like to wait a moment, we’ll check it for you”

c. Asking for identity card

Asking permission is one the functions of English that is used for asking the identity of the guests in the check-in process.

Here are some language expressions used:

- “May I borrow both of your ID/passport, please?”
- “Could you lend me your passport?”
- “May I borrow your identification card please?”

“May I borrow your identity card please?”

d. Registration

Asking permission is one the functions of English that is used for completing the registration card based of guest identity.

Here are some language expressions used:

“Would you write down your short address, , email address and phone number please?”

“Could you complete this registration card and just sign it at the bottom, please?”

“Would you like to fill in this registration card and sign it at the bottom?”

“Would you like to fill in this registration card, please?”

e. Reconfirm the booking

Giving information is one the functions of English that is used for giving information of guest’s reservation.

Here are some language expressions used:

“Alright, I would like to reconfirm your booking, you started stay with us from 24th to 26th of June, for 3 nights in suite room non-smoking king bed, is that correct?”

“I’ve got your reservation, 1 deluxe double and with Extra Bed for 3 person, for today until July 25th, 2024. Your special request will be non-smoking room, sea view, and birthday cake on arrival and you would like to pay by cash. Is that correct, Mr. Felix?”

“Here we are, we have prepare, 2 deluxe for 4 people. You will stay for 5 nights, from tonight up to June 26th, 2024 and your specials requests include connecting room, garden view, flower arrangement and your payment would be personal by credit card. Is that right, Mr. Albert?”

“Bidadari Tours and Travel had booked one standard for 4 nights, starting from today until August 25th, 2024. Your special request will be a room overlooking the garden Your travel will be pay for the room and breakfast, is that correct?”

f. Payment

Giving information is one the functions of English that is used to give a response needed by the guests or questioner on many types of maters. It depends on what the question about room payment.

Here are some language expressions used:

“Your payment will be settled by Expedia”

“How would you like to pay?”

“Will you paying by credit card, check or in cash?”

“What about the payment Sir/Madam, cash or credit card?”

g. Asking for Deposit

Asking permission is one the functions of English that is used for what we need to do more than just offer to do something, we may need to ask permission to do make sure we are allowed to do it. In order, for asking deposit of the guests.

Here are some language expressions used:

“For your convenience during your stay, I required credit card or cash for incidental charges? This is not process but hold for the duration of your stay, allow me to hold Rp.2.000.000, please”

“Would you mind giving us a room deposit?”

“Would you like to keep one night room deposit?”

“May I keep your room deposit?”

h. Explaining Facilities

Giving information is one the functions of English that is used to give all information about hotel’s facilities to the guests.

Here are some language expressions used:

“Please allow me to explain you about facilities of the hotel, Alcove Restaurant opens at 06.30 A.M.-11.00 P.M. The breakfast tomorrow started from 06.30 A.M.-10.30 A.M. If you miss the breakfast, you can take by alacarte menus until 11.00 P.M. For GYM opens at 06.00 A.M.-11.00 P.M. And Swimming pool opens at 07.00 A.M.-07.00 P.M.

“Please allow me to inform you about our hotel, our restaurant opens at 07.00 A.M.-10.30 A.M., it is located at La Brasserie Restaurant for Breakfast, swimming pool open at 07.00 A.M. and closed at 07.00 P.M.”

i. Tell the guest room is ready and showing the room number Giving information is one the functions of English that is used for giving information about the guest’s room status.

Here are some language expressions used:

“At the moment your room is ready and this is the room number on the 2nd floor” the same floor with lobby.

“For your information your room is ready and I will show you about room number on the 1st floor”

j. Pass the room key to the guest

Giving information is one the functions of English that is used for giving information about the function of room key.

Here are some language expressions used:

- “Here are 2 room key, Sir/Madam. The first room key used to open the door and The second used to turn on electricity inside the room”
- “We are glad to give you room key and your room number is # 2149”
- “Here is your room key and your room number is # 2115”

l. Call and introduce the bellboy

This language function is used who will escort the guest to the room. Here are some language expressions used:

- “This is Kadek our bellboy, he will escort you to your room”
- “He is Edwin as a bellboy, he will escort you to your room”. Bellboy check the luggage

This language function that is used for giving information about the guest’s belongings.

Here are some language expressions used:

- “Excuse me Sir/Madam, I would like to reconfirm your belongings, you have 3 luggage, is that correct?”
- “Excuse me Mr. Anastassia , I would like to reconfirm your belongings, you have 1 big bag, am I right?”

n. Thanking and wishing pleasant stay

Thanking is use when someone does something for us and this very important thing useful. This language function that is used for thanking the guest who will stay in the hotel.

Here are some language expressions used:

- “My name is Mita as a receptionist in our hotel, thank you very much for choosing our hotel as the best place to stay, have a pleasant stay, Sir/Madam”
- “My name is Ari as a receptionist in our hotel, thank you for checking in, have a good stay, Mr. Kumar”

o. Bellboy escort the guests to their rooms

This language function that is used for offering assistance to escort the guests to their room.

Here are some language expressions used:

- “This way please, Sir/Madam, I will escort you to your room”
- “Main your step, Mrs. Carolina, I will escort you to your room”

Findings regarding the Procedures and Language Expressions Used by Front Office Staff in Handling Check-in at Bintang Bali Resort can be linked to previous research studies in the hotel industry, which showed similar patterns and conclusions. Procedures and Language Expressions Used by Front Office Staff in Handling Check-in at Bintang Bali Resort revealed that the use of language expressions when handling check-in well significantly increases guest satisfaction and the overall experience. This study is in line with several existing models and theories in the hotel industry and recent research findings.

4. CONCLUSION

The results of the investigation found that the short procedures when handling check-in guests were welcoming, explaining guest benefits, and giving room keys. For language expressions used in each procedure such as "Good morning, welcome to Bintang Bali Resort" for greetings, "Because you booked a family room, your room will be on the ground floor" to explain the location of the guest room, and "This is the room key and wifi ID in the room. If you need anything in the room or have any questions, please call number zero from the room" to provide the room key.

According to [Smith \(2018\)](#) in the journal "The Importance of Front Office Staff in Hotel Industry", front office staff have the responsibility to provide clear and accurate information to guests during the check-in process. They must also be able to manage their time efficiently so that the check-in process runs smoothly and without problems. This shows that the procedures used by front office staff in handling check-in at hotels are very important to create a positive experience for guests.

Apart from that, research conducted by [Johnson \(2019\)](#) in the journal "Effective Language Expression in Front Office Communication" shows that the language expressions used by front office staff also influence guest satisfaction. Polite, clear and friendly language can improve the image of a hotel and make guests feel they are treated well. Therefore, front office staff need to be trained to use appropriate language and expressions in communicating with guests during the check-in process.

Therefore, the procedures and language expressions used by front office staff in handling hotel check-in have a significant impact on the guest experience.

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