

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

In hotel, there are many departments that help and serve guests. However, the most important is front office department. The department is in charge of hotel service. Yet, the most important of their duty is to receive guests. Rajput stated in his article that "The basic duty of the front officer is to manage all departments. However, the most important of them all is the performance at the front desk where they are required to receive the guests" (para. 4). I agree with him because for me the front office department not only should serve the guests but also welcome the guests directly face to face.

A front officer staff is one of the vital employees at a hotel, because besides handling reservation and handling guests' complaints, a front office staff gives directions to tourist sites. As a front officer, I have to know many things, including directions and tourist destinations in Bandung. For example, there was a case when three Korean guests asked me for directions to Dusun Bambu, I could not tell them the directions correctly. As a consequence, they were annoyed with me. Sujatno said in his book that, besides handling reservation, a front officer

should at least know beautiful places (p. 116). As front officers, we have to know tourist destinations and directions because very often hotel guests ask about going to ideal places for shopping or eating with a beautiful view.

Knowing everything about tourist sites and also directions can help me when my guests ask me about them. When I had interenship as a front officer at Hotel Vio Pasteur, many guests asked me some places of interests in Bandung either for shopping or recreation. However, I cannot answer their questions because of my limited knowledge about tourist sites in Bandung.

## B. Identification of the Problem

The problems that I will discuss in this paper are:

1. What are my difficulties in handling Korean guests when they ask for tourism sites?
2. How do my difficulties affect my performance as a front officer?
3. How do I overcome the problems?

## C. Objectives and Benefits of the Study

The objectives of this final term paper are to figure out the causes and also the effect of my difficulty in handling Korean guests when they ask for tourism sites, and look for the best solutions to the problem. This term paper will have some benefits for me as the writer, students who will also take a similar project like mine, hotel employees, especially those who work in hospitality business, and the front office department. This paper will explain how I overcome my difficulty in handling Korean guests' complaints when asking for directions and tourist sites.

#### D. Description of the Institution

The description of this institutions is based on Dafam Hotels website. A simply elegant hotel in Bandung managed by Dafam Hotels, Hotel Vio Pasteur is situated close to the city 's commercial and shopping area, Bandung Trade Center and only 10 minutes from Husein Sastranegara International Airport and Bandung Train Station.

Hotel Vio Pasteur is another choice of a place to stay that worth to be considered in the so-called Paris Van Java. The choice of accommodation for business and leisure travels who crave comfort at competitive price.

#### E. Method of the Study

When I did my internship at Vio Hotel Pasteur. I used field and library research. In field research. I used my apprenticeship journal. In library research, I used some printed sources and the Internet.

#### F. Limitation of the Study

The subject of my study is my experience working as a front officer staff, in which I had to handle foreign guests, in particular Korean guests when they asked me for directions to tourist sites. I had my internship at Vio Hotel Pasteur starting from 11 January until 4 february 2014.

## G. Organization of the Term Paper

This Term Paper is divided into four chapters. Chapter I consists of Background of the Study, Identification of the Problem, Objectives and Benefits of the Study, Description of the Institution, Method of the Study, and Organization of the Term Paper. Chapter II discuss about the causes and effects of my problem. Chapter III consists of the potential solutions and positive and negative effects of each potential solution. The chapter IV is the conclusion of my Term Paper, which is followed by References and Appendices.

