CHAPTER I

INTRODUCTION

A. Background of the Study

The topic I have chosen for this term paper is about my difficulty in handling guests in Santika Hotel BSD City who urged to have their rooms immediately upon their arrival. This difficulty occurred during my internship, which I did from June to August 2012, in Santika Hotel BSD City as a Guest Relation Officer and Front Desk Agent for about 3 months in total. During the internship I faced several difficulties, and this difficulty is the hardest one for me, which happened when I worked as a Front Desk Agent in the third month. The reason I chose this topic is because when I could not handle the guests who urged to have their rooms immediately, I could not work properly. Thus, it took longer time in check-in process. This problem is also important to discuss because when I could not handle that situation, I broke the check-in procedures.

There are some foreign and local guests who came to Santika Hotel BSD and urged to have their rooms ready immediately. They urged me to have the rooms immediately, and they talked in high intonation. Some of them even gave their credit card or debit card to me to pay in advance so

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that they could get a room at that very moment. When I faced that kind of situation, I got confused and broke the procedure which says that I should not give any guest a room that is already booked for other guests by the reservation staff. I found that it was hard for me to refuse their requests, and I felt afraid if the guests would be angry with me. The situation happened almost everyday during my internship. This problem is crucial to be discussed because when a Front Office Agent keeps breaking the procedure and cannot handle the difficulty, my supervisors will be disappointed and I lose the supervisors' respect. Besides, the guests will think that Santika Hotel BSD gives bad services and they will probably blacklist this hotel. In this term paper, I would like to analyze about the causes, effects, and the solutions of this problem systematically and in detail.

B. Identification of the Problem

This term paper will discuss about the difficulty I experienced when I did my internship in Santika Hotel BSD City as a Front Desk Agent and will be trying to answer the following questions:

1. Why was it difficult for me to handle guests who urged to have their rooms immediately during check-in hours?
2. How did the problem affect me and my co-workers at the front office?
3. How can I solve this problem effectively?

C. Objectives and Benefits of the Study

The objectives of this term paper are: to find the causes and effects of my problem, and to find the solutions of the problem. There are some benefits of this term paper. For the institution, this term paper can give a solution for the Front Desk

Agents in the hotel who experience similar difficulty. This term paper also will give benefit to my self as the writer. I can learn from the analysis in this term paper about the solutions if one day I work as a Front Desk Agent in a hotel. The last is benefits for the readers. This term paper can give them information about a Front Desk Agent's job description, routines, problem that we usually face, and the solutions of the problem.

D. Description of the Institution

The article "Stay, Work, Play" in the hotel's website gives some information about the hotel. According to it, Santika Hotel BSD City is located in BSD City, Tangerang Selatan, right next to Teras kota Mall. Santika Hotel BSD City has two kinds of rooms and different prices, which are superior and junior suites. Many guests are attracted to stay in this hotel because of its strategic location which is near to major toll roads to Jakarta and Soekarno-Hatta International Airport (par. 1).

Based on my observation, this hotel has several major departments that are Front Office, Housekeeping, Accounting, Food and Beverage, and Kitchen. Front Office Department is responsible for the sale of the rooms and the front desk agent staffs have to show their hospitality to the guests. The Front Office staff consist of receptionists, reservation staff, business center staff, concierge staff, guest relation officers, and bellboys.

E. Method of the Study.

The data in this term paper are collected from library research and field research. From library research, data are gathered from printed and online publication.

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Meanwhile, from field research, there are data from interviews. I did the interviews with my co-workers and my supervisors in Santika Hotel BSD City.

F. Limitation of the Study

I worked in Santika Hotel BSD City as a Guest Relation Officer and a Front Desk Agent from June to August 2012. However, this term paper focuses only on my difficulty in handling guests who urged to have their rooms ready when I was working as a Front Desk Agent.

G. Organization of the Term Paper

The first part of the Term Paper is Abstract, which is the summary of all discussions inside the Term Paper in Bahasa Indonesia. The second part is Declaration of Originality, which shows the declaration of originality and authenticity of the Term Paper. Next is Acknowledgements, which contains of gratitude to the people who support and help me in writing this term paper. It is continued by Table of Content, showing the Chapters, and Sub-chapters.

Chapter I is the Introduction that discusses the reasons why I choose the topic of this term paper, identification of the problem, the benefits of this term paper, the methods I use to gather the information and the data, the description of the institution where I did my internship, and limitation of the study.

Chapter II analyzes the causes and effects of the problem. Chapter III explains about the potential solutions that can help me to solve the problem. In this chapter the negative and positive effects of each potential solution are also discussed. The last Chapter is about the best solution with the reasons why those solutions are chosen.

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At the end of this Term Paper there is Bibliography that lists the publication information from all sources of data. There are also appendices which contain the flowchart and transcriptions of the interviews.