

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

In a hotel, one of the most important things to provide is an excellent service to the hotel customers. In order to do so, the hotel staff must have excellent knowledge and attitude to satisfy the customer's needs and expectations. Having excellent knowledge and attitude is compulsory for a Front Office staff, as a Front Officer is the first one who gets in touch with customers. To make a Front Office staff possesses excellent knowledge and attitude, a conducive working environment is needed. This is important because when there is a new staff in the department, he or she needs to learn a lot. A conducive working environment is crucial to make the new staff able to adapt himself or herself with the required knowledge and attitude for working in the department.

During my internship from 27 December 2011 until 27 February 2012, I became a Front Office trainee at Hilton Hotel Bandung. I found it difficult to adapt to the new working environment especially in adjusting myself to the

tasks that I had to do in my internship. I often found troubles when I should handle the customers' needs such as payment of the mini bar or the billing check out, and I did not know what to do. During my internship, my main duty was to serve the hotel guests. I had to help the guests with their needs, such as helping them when they did the check-ins and check-outs, making billing statement and helping the guests when they wanted to pay. Working as a Front Officer required me to provide good and fast service to make the guest satisfied. However, I found it difficult to meet the demands of the position.

I found this problem important to analyze because during my internship I observed that some of the new trainees could adjust well with their task, but some others failed to do so. Even after we had worked for days, we still did not know how to do things and the skills to be applied in their work. This made me and also some new trainees only stood still and observed the other staff doing their job during the first few weeks of the internship.

From this experience, I can see that the ability to adapt to the working environment is crucial for me as a new trainee. As Kelly suggests in "How to Adapt to a New Workplace", adapting to a new job is an important skill to survive in the workplace (par 1). Therefore in this paper I would like to make a study about how myself, as a new trainee can do our task from each department in Front Office division. I hope this study can generate a number of solutions and will be useful for other new trainees to adjust to the working environment at the Front Office Department of Hilton Hotel Bandung.

## B. Identification of the Problem

The problem I would like to discuss in this term paper are formulated in these questions :

1. Why did I, as a Front Office trainee, find it difficult to adapt with my new working environment in Hilton Hotel Bandung?
2. How does the problem affect my working performance?
3. How should I adapt with the new working environment?

## C. Objectives of the Study

The objectives of the study are to find out the causes of my difficulty in adapting as a Front Office trainee with the new working environment in Hilton Hotel Bandung. The study also aims to find out how the problem affects my working performance. Besides, the study is done to find out the things that I should do to adapt with the new working environment. By doing the study, I hope I can find solutions for the new trainees to adapt him or herself with the working situation. Furthermore, by finding the best solution to the problem, I hope that the study can also give benefits to Hotel Hilton, so the hotel can find some ways to support new trainees in their adjustment to the new working environment. The study also can bring information for the readers who will become new trainees in Front Office

Department so they can adapt well with the new working environment.

Also, this study can help me to adapt myself with the new work situation if I work as a Front Officer in a hotel.

#### D. Description of the Institution

From the official website of Hilton Hotel, I get the information that the Hilton Hotel Group was established in the United States of America. Hilton Hotels became the first coast-to-coast hotel chain of the United States in 1943. There are now over 530 Hilton branded hotels across the world in 78 countries across five continents. The Hilton Hotel Network was founded by Conrad Hilton in 1919.

In Bandung, the Hilton Hotel was established on 20 March 2009, by Mr. Tatang Hermawan as the Chairman. The hotel was built on Jalan HOS. Tjokroaminoto, also known as Pasirkaliki area, that was a strategic area between the Husein Sastranegara airport and Bandung railroad station.

Hilton Hotel Bandung has 5 room types, such as Deluxe Room, Executive Room, Executive Plus Room, Junior Suite Room, and Presidential Room. Hilton Hotel Bandung also provide 3 different kind of restaurant in the Hotel area. There are also other facilities such as gym, Jiwa SPA, Jaccussi, and a Swimming pool.

## E. Methods of the Study

To conduct this study, I get the information and data from the Library Research. I gain information regarding the problems, theories, and alternative solutions to the problem. I also browsed the Internet for the articles, journal, and e-books to gain more accurate analysis regarding the problem. I also did the interview with the Senior staff on 5 January 2012.

## F. Limitation of the study

The study will focus on me, as a new trainee at the Front Office at Hilton Hotel Bandung and my problem in adaptating myself to the working environment. The period of the research is from the 27<sup>th</sup> December, 2011 to 27<sup>th</sup> February 2012, when I did my internship in Hilton Hotel Bandung.

## G. Organization of Term Paper

The term paper will be started with Abstract, Acknowledgements, Table of Contents, followed by the First Chapter, the Introduction. In this chapter, I will explain about the Background of the Study, and the problem. Also, in the First Chapter I will explain about the Objective, the Benefit, the description of Hilton Hotel Bandung, the Method of the Study, the Limitation of the Study, and the Organization of the Term Paper. After that, in Chapter Two I will explain causes and effects of the problems and

the problem. In Chapter Three, I will explain the solutions to the problem, with its positive and negative effects. In the last chapter, Chapter Four, I will give explanation about the conclusion and the best solutions to solve the problem. Finally, I end this term paper with the Bibliography and Appendices containing Flowchart and The Transcription of the Interview.