

CHAPTER I

INTRODUCTION

A. Background of the Study

Working in the hotel as a bellboy is one job people consider as a position that requires a lot of muscle skills. Bagyono lists the job descriptions of a bellboy as follow: welcome the guest, carry guest's luggage, secure guest's luggage, guide the guest to check-in counter, guide the guest to their room, carry guest luggage to their room and show the room as well as the facilities (66). There are prejudices about the job, but after I have my own experience as a bellboy in Novotel Bandung, changed my opinion of working as a bellboy. During my internship at Novotel Hotel Bandung, I got a lot of true stories which told me that most of hoteliers started their career as a bellboy. It shows that before people got to the top of their career, they have to start from below, but they start the job as well as they can, and it determines where they will be at in the following years.

During my internship, there were some difficulties that I had to deal with. One of them is that I do not have much knowledge on the hotel and

hotel industry. The only thing that helped me a lot was the lessons in the subject “Hospitality in Tourism” and all the theories from the visiting managers from Hilton Hotel Bandung, that was meant to help hoteliers when they face a problem. The other problem that also occurred when I did my internship at Novotel Hotel, was that the guests often asked about several tourist destinations which I have very little knowledge on.

Judging from the problems mention above, I would like to bring them up into the topic for my term paper, which is entitled “Dealing with various guests’ questions about the hotel and tourist destinations when working as a bellboy at Novotel Hotel Bandung”. In the paper, I would like to present an analysis of the problem as well as to investigate the solutions of the problem both critically and comprehensively, to find out the best solution.

B. Identification of the problem

Based on my experience as a bellboy trainee at Novotel Hotel Bandung, I would like to discuss the following:

1. Why did I, as a bellboy trainee, have a problem in answering guests questions about hotel and tourist destinations in Bandung?
2. How did the problem affect my working performance ?
3. How should I overcome the problem ?

C. Objectives and Benefits of the Study

The first objective of this study is to find out the reasons why, I, as bellboy trainee have difficulty in answering the questions from guests.

The second objective is to find out how the problem affected my working performance. The third objective is to find the solutions to overcome the problem. In addition, this study offers three benefits. Firstly, I will be made aware of my inability and how to cope with it. Secondly, the readers can get useful information about how to deal with those problems when they become a trainee or even when they work as a bellboy. Thirdly, for the hotel itself, they will know the problem of a bellboy trainee might face, and the hotel can get some ideas on how to deal with the problem.

D. Description of the Institution

According to “Novotel”, the first hotel was established, and in 1967 “Novotel is a 4-star International midscale brand for business & leisure travelers, with hotels located in the heart of major international cities, business districts and tourist destinations” (par. 1).

In an article entitled “Hotel Novotel Bandung” it is stated that “Novotel Bandung is a four-star International Hotel and conveniently located in the centre of Bandung, which is on Jalan Cihampelas No. 23-25 Bandung 40171, West Java, Indonesia. The General Manager at the present time is Mr. Marak Setiadi. The hotel features 156 rooms, and also offers a conference facility for a capacity of 500 people. For the convenience of the guests, the hotel has a swimming pool, fitness centre & spa and the Square Restaurant to enjoy meal or an intimate drink in the lounge bar. It is the perfect base for exploring the rich colonial architecture of the city. It has a strategic location, as it is positioned near to a great shopping mall at

Cihampelas Walk. It is only 10 minutes from the Airport or Train Station. The place is ideal for business trips and holidays” (par. 1). The hotel mission of the year 2012 is “Let’s keep the highest standard of service and performance” which can be spotted at the bulletin board in the groundfloor area of Novotel Hotel Bandung.

E. Methods of the Study

There are several methods of the study that I use to collect the data for this term paper. The first method is self-observation, in which the data are collected from my three months internship. The next method is interview to collect the data from a concierge staff to support the information of this term paper, and the last method is library research to complete the theories to support the analysis in this term paper.

F. Limitation of the Study

The limitation of my study is to find out the reasons why I, as a bellboy trainee had such difficulty in answering guest questions and the solution in order to overcome my incapacity as I try to answer guest questions. I have done my internship from 18 June 2012 to 15 September 2012.

G. Organization of the Term Paper

This term paper has four chapters. The first chapter is the Introduction, which contains Background of the Study, Identification of the Problem, Objectives and Benefits of the Study, Description of the Institution, Method

of the Study, Limitation of the Study, and Organization of the Term Paper. The second chapter is Problem Analysis, containing the analysis of the causes and effects of the problem. The third chapter is Potential Solutions, which contains three potential solutions with the analysis of the positive and negative effects of each solution. The last chapter is Conclusion, containing the best solution chosen from the potential solutions. The paper ends with Bibliography, which contains publishing information of the references and Appendices contain a Flowchart, and Transcription of the Interview.

