JOB DESCRIPTION OF A RECEPTIONIST
AT KUSUMA SAHID PRINCE HOTEL
SURAKARTA

FINAL PROJECT REPORT
Submitted as a Partial Requirement in Obtaining Degree in the English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University

Irene Femi Rahardiani
C9308036

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Sebelas Maret University

Final Project Report:

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Name : Irene Femi Rahardiani

NIM : C9308036

Supervisor

Dra. Nani Sukarni, MS
NIP. 195103211981032002
APPROVAL OF THE BOARD OF EXAMINERS

Accepted and Approved by the Board of Examiners
English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

Report Title : JOB DESCRIPTION OF A RECEPTIONIST AT KUSUMA SAHID PRINCE HOTEL, SURAKARTA
Student’s name : Irene Femi Rahardiani
NIM : C9308036
Examination Date : July 14th, 2011

The Board of Examiners:

1. Yusuf Kurniawan, S.S., M.A.
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2. Yuyun Kusdianto, S.S., M.A
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3. Dra. Nani Sukarni, MS
   Main Examiner
   NIP: 195103211981032002

Faculty of Letters and Fine Arts
Sebelas Maret University,
Dean

Drs. Riyadi Santosa, M. Ed. Ph.D
NIP: 196003281986011001
MOTTO

WE ARE NOT SMART PEOPLE, BUT WE ARE SMART ENOUGH TO BE SMARTER

(ANONYMOUS)
DEDICATION

This report is dedicated to:

My beloved parents

My sister and brother

My lecturers and teachers

My best friends

commit to user
PREFACE

The author would like to give thanks to Jesus Christ for His blessings during this final project report written in order to fulfill the requirements for obtaining a degree in the English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

The paper is titled “Job Description of a Receptionist at Kusuma Sahid Prince Hotel, Surakarta” because it best represents the contents of the paper written based on the job training at Kusuma Sahid Prince Hotel by the author in the Front Office Department.

This paper presents the job description of a receptionist at Kusuma Sahid Prince Hotel, Surakarta. Knowledge in all sectors of the hotel is needed for a receptionist because the receptionist is the information center of the hotel. Reception section, as a part of front office department, must cooperate with other sections in front office department so that a receptionist not only knows his or her job scope but also how to make good relationships with other sections in front office department.

Grateful acknowledgment is here made to those who helped this researcher gather data for this paper. This work would not have reached its present form without their invaluable help. The author hopes that this paper can be beneficial for all of the readers despite its shortcomings.

Surakarta, June 2011

Irene Femi Rahardiani
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ABSTRACT


Hotels as a part of the hospitality industry try to create an attractive image to differentiate themselves from others. This is important in luring travelers which will directly affect the development of the hotel itself. This can be achieved only through the efforts of all elements of the hotel which are divided into several departments. The front office department, especially, should have good cooperation among its staffs because the front office has most direct contact with the guests. The receptionist as a part of the front office department has a large responsibility as a representative of the hotel which should create a good image.

This paper sets out to describe the job scope of a receptionist at Kusuma Sahid Prince Hotel, Surakarta based on the job training undergone by the author. The receptionist plays important role in handling the guests’ needs. To give the best service, a receptionist must have good knowledge about all sectors in the hotel and also the information external to the hotel related to the guests’ needs. It is also supported by good and professional grooming based on appropriate hotel standards.

From the data, one conclusion that can be drawn from this study is that the job description of a receptionist in Kusuma Sahid Prince Hotel includes various aspects. The receptionists of Kusuma Sahid Prince Hotel have a large responsibility to know the job scope and do it to the best of their ability in order to build an attractive image of the hotel.
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CHAPTER I

INTRODUCTION

A. Background

Tourism is a business sector which is rapidly growing these days. This is proven by an increasing number of businesses who are involved in this field and engaged in fierce competition with each other. On the other hand, the tourism industry consists of many parts which cannot stand by themselves, but are complementary to each other. Different parts of the tourism industry handle different needs of travelers, such as accommodation, tourist attractions, transportation and so on. Therefore, each sector of the tourism industry should provide a unique and high quality performance if they want to survive in this business.

According to Ir. Kusmayadi and Ir. Endar Sugiarto, MM), accommodation includes hotels, motels, resorts, condominiums, time sharing, hostels, and many more (2000:7). Accommodation plays an important role in the tourism industry and has strict competition with the other sectors of the tourism industry and also within itself. Thus accommodation sectors have to make an effort to make their business always remain on top by incorporating innovations to create a particular image.

The author will focus on hotels in this report. Hotels as a part of the hospitality industry flourished more than 2,000 years before the birth of Christ (William and Salvatore, 2003:1). A hotel should create an attractive image which is an important thing to lure travelers. This is the main factor for successful hotel industry. Of course, this cannot be achieved without the effort by all elements of the hotel. Hotels in general consist of several departments which work with each other:
the front office department, the food and beverage department, housekeeping, laundry, the human resources department, engineering and so on. However, as William S. Gray and Salvatore C. Liguori state that the only direct contact most guests have with hotel employees, other than in the restaurants, is with members of the front-office staff (William and Salvatore, 2003:114)

This final project report aims to describe more about the front office department especially the duties of receptionist at Kusuma Sahid Prince Hotel in Surakarta based on the job training undergone by the author from March 1st until March 31st. The author was interested to have job training on this hotel because of its use of “heritage” in its marketing. The office department was considered as the appropriate section to apply hotel study that the author had previously learned.

The receptionist plays an important role in the front office department because he or she is responsible for many things. They should conscientious of their work because even a small mistake can have large repercussions. The receptionist can be called a representative of the hotel, as almost all of a guest’s needs involve the receptionist, from small things like ordering a taxi to major issues like complaints. Receptionists, as an icon of Kusuma Sahid Prince Hotel, should be able to handle all matters, especially matters which directly concern the guests. Receptionist’s duties go beyond helping guests to register or assigning them their room but also handling various other activities. Therefore, the author wanted to know more about the job description of a receptionist at one of the five-star hotels in Surakarta, the Kusuma Sahid Prince Hotel.
B. Objective

The objective of this final project report is to describe the job description of a receptionist at Kusuma Sahid Prince Hotel, Surakarta.

C. Benefits

The author expects that this final project report will be beneficial to the Front Office Department of the Kusuma Sahid Prince Hotel, English Diploma Program, and the readers. In the following ways:

1. Front Office Department of the Kusuma Sahid Prince Hotel
   The author wishes to give feedback to the receptionist so that they can improve their performance of work which will benefit the image and credentials of the Kusuma Sahid Prince Hotel itself.

2. English Diploma Program
   The author provides comprehensive research in the field of hospitality studies for the students of tourism in the English Diploma Program.

3. The readers
   The author provides an insight into the hospitality industry by showing how the front office department works and describing the job scope of a receptionist.
CHAPTER II

LITERATURE REVIEW

A. Job Description

There are two definitions of job description that the author could find. First, Sudhir Andrews states “A job description is a formal document that stipulates the duties and responsibilities of a job holder and certain aspects that are expected of him or her to be able to perform one’s duties successfully” (2009:127).

The second definition is by James A. Bardi, who argues “A Job description is a listing of required duties to be performed by an employee in a particular position” (2006:59). Besides that, James added that there is also a detailed listing of the tasks of a job, which provides the basis for a sound job description called job analysis.

It can be concluded that job description is a detailed official list of required duties for the employee in a particular position from the management.

B. Hotel

1. Definitions of Hotel

Until recently many definitions of a hotel have been made by various parties and researchers who are involved in hotel the industry. Their findings and resolutions are reviewed here.

Hotel Proprietors Act (available in http://www.legislation.gov.uk/ukpga/Eliz2/4-5/62) declares

…The expression “hotel” means an establishment held out by the proprietor as offering food, drink and, if so required, sleeping accommodation, without special contract, to any traveller presenting himself who appears able and willing to pay a reasonable sum for the
services and facilities provided and who is in a fit state to be received. (1956)

A similar study was conducted by James A. Bardi, who argued

…A hotel usually offers guests a full range of accommodations and services, which may include reservations, suites, public dining and banquet facilities, lounge and entertainment areas, room service, cable television, personal computers, business services, meeting rooms, specialty shops, personal services, valet, laundry, hair care, swimming pool, and other recreational activities, gaming/casino operations, ground transportation to and from an airport, and concierge services. (2006:12)

Based on Dictionary of Hotels, Tourism and Catering Management by Peter H. Collin, a hotel is defined into a building where the travellers can rent a room for a night, or eat in a restaurant, or drink in the bar, and non-residents can eat and drink also (1994:123).

In conclusion, a hotel is a rented building for travelers which provides various facilities and services such as swimming pool, parking area, security, safe deposit box, internet connection, waking call, laundry, restaurants, valet, television and so on.

2. Hotel Classification

Peter Dukas and Gerard W. Latin (in A. Djaka Waluya:2002) classify hotel into:

- Small hotel is the hotel which has less than 25 rooms
- Average hotel is the hotel which has between 25 until 99 rooms
- Above average is the hotel which has between 100 until 300 rooms
- Large is the hotel which has more than 300 rooms
C. Front Office Department

1. Definition of Front Office

Michael Olsen and Jinlin Zhao states “The front office is the most visible department in a hotel and the front desk typically occupies a prominent place in the hotel’s lobby” (2008:276). The person who is responsible for leading the front office staff in delivering hospitality is called front office manager (James A. Bardi, 2006:442)

2. Front Office Department at Kusuma Sahid Prince Hotel

Front office department staff in Kusuma Sahid Prince Hotel consist of:

a. Front Office Manager (FOM)

The Front Office Manager is responsible to the General Manager for the front office operation. In other words, the FOM is the highest position in the front office department.

b. Front Office Manager Assistant

The Front Office Manager Assistant is responsible to the Front Office Manager and assists the Front Office Manager’s needs which are related to the job at the hotel.

c. Reservationist

The reservationist is the person who handles reservations made by the guests to the hotel.

d. Guest Relation Officer (GRO)

The Guest Relation Officer is one of front office staff who are directly related to welcome the guests.
e. Receptionist

The receptionist works at the front office desk.

f. Bell Boy

The Bell Boy helps the guests to handle their belongings and takes them to their rooms.

g. Telephone Operator

The Telephone Operator is responsible for handling the telephone operation.

h. Driver

The Hotel’s driver is part of front office department who is responsible for transportation.

3. Organization chart of the Front Office Department in Kusuma Sahid Prince Hotel

commit to user
D. Receptionist

1. Definition of a Receptionist

According to Peter H. Collin in Dictionary of Hotels, Tourism and Catering Management, the receptionist is “a person in a hotel or restaurant or office who meets guests or visitors, answer the phone, etc” (1994:199).

2. Profile and Qualifications of a Receptionist

Richard Sihite, S.Sos (2000:96) classifies the profile and qualifications that a receptionist should have, these are:
   a. Smile
      A receptionist should be able to make the guests feel welcomed and attentive by showing the terms “Smile with your face and eyes”.
   b. Well Groomed
      It is important for a receptionist to pay attention on their overall tidiness without prominent make up or accessories.
   c. Personal Hygiene
      A receptionist should be concerned about their body hygiene such as nails, nose, ears, hands, and so on.
   d. Self Confidence
      High self confidence is needed for a receptionist to handle the guests.
   e. Communication
      The communication between a receptionist and the guest should be understandable to each other.
   f. Diplomacy
      A receptionist should know exactly what he or she should or should not say.
g. Calmness

Calmness in every situation and condition should be handled by a receptionist.

h. Good Manners

A receptionist should not be rude or even too familiar with the guest but they have to be respectful to every guest.

i. Physical Fitness

Maintaining endurance is one pivotal thing for a receptionist.

j. Good Memory

Good memory is one thing that a receptionist should have. Since, there are many responsibilities of a receptionist.

E. Kusuma Sahid Prince Hotel

1. About Kusuma Sahid Prince Hotel

Kusuma Sahid Prince Hotel is one of the five-star hotels in Surakarta. It is part of Sahid Hotel Group owned by Sukamtdani Sahid Gitrosardjono. There are two hotels which are part of Sahid Hotel Group in Surakarta, these are Kusuma Sahid Prince Hotel and Sahid Jaya Hotel. Both of the hotels are in the same group but different management.

Kusuma Sahid Prince Hotel is a famous hotel and has a unique marketing concept which incorporates Javanese heritage. This can be seen from its motto “The Truly Heritage Hotel in Solo” (the other’s name of Surakarta). Advertising the historical hotel building is one of the marketing strategies appointed by hotel management. The hotel is a historical place since it was a residence of Prince Kusumoyudho built in 1909 with mixed architecture between...
Javanese and Dutch. Prince Kusumoyudho is the son of Pakubuwono X who is well-known king of Surakarta.

Besides showing the heritage concept in interior design of the building, the hotel also shows the cultural Javanese heritage through the staff. It can be seen from its employee’s characteristically Javanese hospitality, the traditional but elegant uniforms of the employees, Javanese atmosphere by Gamelan performance (traditional Javanese instruments) and traditional Javanese cuisine which is available in the hotel restaurant. It aims to give the guests total satisfaction and can get a unique experience of Javanese culture.

2. Location of Kusuma Sahid Prince Hotel

Kusuma Sahid Prince Hotel is situated at Jl. Sugiyopranoto 20, Surakarta. It is only two kilometers from the bus station, two kilometers from the railway station and 15 kilometers from the airport. The hotel is also close to many tourist destinations such as the Istana Mangkunegaran which is only 400 meters to the west from the hotel and Kasunanan Palace that is around 1.5 kilometers to the south from the hotel. Other nearby destinations are Triwindu antique market which is only 1 kilometer, Klewer market that is a huge clothing and textile market, and the Kampung Batik Kauman that is Batik (Javanese patterned textile) industry area.

3. Room Types

Kusuma Sahid Prince Hotel is larger than average type of hotel, containing 101 rooms. The hotel provides several types of rooms which have different facilities at different rates.
a. Standard Deluxe

This type of room is situated to west part of the front desk.

The facilities provided in this room include:

1. Self Controlled Air Conditioning
2. Satellite Television
3. International Direct Dialing (IDD) Telephone
4. Tea Making Facilities
5. Bathroom Amenities
6. Bathroom with cold / hot water

b. Cabanas

This type of room is situated to east part of the front desk facing to the swimming pool.

The facilities provided in this room include:

1. Self Controlled Air Conditioning
2. Satellite Television
3. IDD Telephone
4. Tea / Coffee Making Facilities
5. Bathroom Amenities
6. Bathroom with cold / hot water
7. Balcony with pool view

c. Superior

This type of room is situated to south west of the front office desk.

The facilities provided in this room include:
1. Self Controlled Air Conditioning
2. Satellite Television
3. IDD Telephone
4. Tea / Coffee Making Facilities
5. Bathroom Amenities
6. Bathroom with cold / hot water
7. Living Room
8. Terrace
d. Executive Suite

This type of room is situated to south west of the front desk.
The facilities provided in this room include:
1. Self Controlled Air Conditioning
2. Satellite Television
3. IDD Telephone
4. Tea/Coffee Making Facilities
5. Bathroom with cold / hot water
6. Living Room
7. Hairdryer
e. Prince Suite/Luxury

This type of room is situated to south west of the front desk.
The facilities provided in this room include:
1. Self Controlled Air Conditioning
2. Satellite Television
3. IDD Telephone
4. Tea / Coffee Making Facilities
5. Bathroom Amenities
6. Bathroom with cold / hot water
7. Two Living Rooms
8. Dining Room
9. Hairdryer

f. Princess Suite/Bungalow

This type of room is situated to west and east part of the front desk.
The facilities provided in this room include:
1. Self Controlled Air Conditioning
2. Satellite Television
3. IDD Telephone
4. Tea / Coffee Making Facilities
5. Bathroom Amenities
6. Bathroom with cold / hot water
7. Big Living Room in the middle
8. Connecting Room
9. Dining Room
10. Hairdryer

g. Indraloka Royal Suite

This type of room is situated to north part of the front desk. It is also the biggest guest room of the hotel.
The facilities provided in this room include:
1. Self Controlled Air Conditioning
2. Satellite Television
3. IDD Telephone
4. Tea / Coffee Making Facilities
5. Bathroom Amenities
6. 2 Bathrooms with cold / hot water
7. 2 Bedrooms
8. Living Room & Working Room
9. Dining Room
10. Hairdryer
11. Private terrace Private parking area
12. Internet connection
13. Adjutant room / chief petty officer room

4. Hotel Facilities and Services

Hotel facilities are important thing in luring travelers to stay in a hotel; more so for a five-star hotel which should provide complete facilities. That is why Kusuma Sahid Prince Hotel has various facilities to cater to guests’ needs. The hotel facilities and services include:

a. Food and Beverage

The guests of Kusuma Sahid Prince Hotel can enjoy various kinds of foods and beverages in different atmosphere within the same hotel.

b. Lobby Lounge

The Lobby Lounge opens 24 hours offering special coffee and tea and features Gamelan (traditional Javanese instruments) entertainment every day from 05.00 pm to 08.00 pm.
c. Gambir Sekethi Restaurant
   Gambir Sekethi restaurant serves Chinese, Japanese and European cuisines.

d. Tirtasari Sunken Bar
   Tirtasari sunken bar, which serves various refreshments, is near the swimming pool.

e. Madugondo Bar
   Madugondo bar offers cocktails and liquors and features by live music entertainment from 08.00 pm until 11.00 pm. Madugondo bar also has Happy Hours program which offers soft drink & beer, snack of the day and karaoke program from 03.00 pm until 08.00 pm every day.

f. Kusuma Spa
   Kusuma Spa provides body treatments including relaxing massage, body scrub, face scrub and face massage by the hour. The spa also offers packages, such as:
   - The Sekar Putri package consists of body massage and body scrub for 90 minutes
   - The Sekar Ayu package consists of body massage and body scrub for 90 minutes
   - The Sekar Kedaton package consists of body massage, body scrub and face massage for 120 minutes.

g. Doctor On Call
   Kusuma Sahid Prince Hotel has their own in-house clinic which opens every Monday, Wednesday and Friday.
h. Beauty Salon

Beauty Salon of Kusuma Sahid Prince Hotel opens every day from 08.00 am until 04.00 pm.

i. Laundry and Dry Cleaning

Laundry and Dry Cleaning of Kusuma Sahid accepts laundry including men and women clothes, wedding gown, suits and coats, blankets, sheets, bed covers, draperies, vitrages, dolls, and carpets. It also accepts the laundry from outside of the hotel which opens daily from 06.00 am until 06.00 pm.

j. Taxi Services

Kusuma Sahid Prince Hotel cooperates with Solo Taxi to provide 24 hour taxi.

k. Swimming pool

A swimming pool is available in Kusuma Sahid Prince Hotel which opens daily from 06.00 am until 07.00 pm. It also opens to the public by paying 20,000 rupiahs.

l. Parking Area

The parking area of Kusuma Sahid Prince Hotel can accommodate around 60 vehicles.

m. Souvenirs Shop and Batik Shop

For the guests who do not have much time to buy souvenirs or Batik as the symbol of Surakarta city, they can find it easily in the hotel area. The shops open every day from 10.00 am until 05.00 pm.

n. Room Service

The hotel management provides 24 hour room service.
o. Convention Hall, Meeting Room and Table Manner Course

The facilities of Kusuma Sahid Prince Hotel’s convention hall and meeting room include overhead and screen projector, white board and marker, flip chart – LCD, wireless microphone and standing microphone. The hotel also provides a table manner course program which includes hotel product knowledge, International table manner theory, table manner guiding book, cooking, class show, cocktail cooking show, bed making, showing room and certificate. Reservation and the details information of the Convention Hall, Meeting Room and Table Manner Course are handled by the Marketing Department.

p. Fitness Center

Fitness Center is available for Kusuma Sahid Prince Hotel’s guests only at 06.00 am until 07.00 pm.

q. Safety Deposit Box

The guests of Kusuma Sahid Prince Hotel are able to store their valuables safely in the Safety Deposit Box that the hotel provides by asking at the front desk.

r. Free Hotspot

Kusuma Sahid Prince Hotel provides high speed internet access at up to 1000 kbps for the guests upon request.

s. Free Shuttle Car

Kusuma Sahid Prince Hotel provides a free shuttle car to ferry the guests to and from the airport or railway stations in Solo.
CHAPTER III
DISCUSSION

A. Job Description of a Receptionist

The front office is the first point of contact between the guests and the hotel. Thus, the front office staff, especially the receptionist, has to leave a good impression on the guests since their first arrival. The receptionist of the Kusuma Sahid Prince Hotel who officiates behind the front desk has a large responsibility in serving the guests and handling their needs. There are several main duties of a receptionist: an information center, a registration officer, a substitute for absent staff and so on.

1. Receptionist as an Information Center

A receptionist has to know the recent information internal and external to the hotel which are related directly to the hotel or other departments especially the housekeeping department.

1.1 A receptionist’s duties as an information center to the housekeeping department:

a. To find out and monitor the rooms which are sold most recently.

A receptionist has to be up to date in knowing which rooms are occupied. This can be known by checking the computer system which is automatically updated when a receptionist registers a guest.

b. To be very knowledgeable about each rooms’ condition, location, fittings and facilities.

The hotel system has a code to indicate room conditions which is called room discrepancy. Room discrepancy includes:
1. Vacant Clean (VC) : The room is empty and clean and ready for sale.

2. Vacant Dirty (VD) : The room is empty but dirty.

3. Out of Order (OO) : The room is being repaired.

4. Sold : The room is already sold or occupied.

The latest condition of the rooms is usually handled by the housekeeping department which always updates on the newest condition of the rooms into the computer system. Besides that, the housekeeping department also coordinates with the receptionist by handy talkie or calls the receptionist by phone. From this, the receptionist knows the newest condition of the rooms before selling the rooms to the guests.

Besides knowing the room discrepancy, a receptionist also has to know by heart about the locations, the fittings and the facilities each rooms.

1.2 Receptionist’s duties as an information center to the guests:

a. To understand fully the situation and the activities in the hotel.

The events which are held in the hotel are usually arranged by the marketing department. All kinds of events must be reported to the front office department and must be known by receptionist. The receptionist must know the complete information of the events by reading the newest event reports or asking to related departments. The receptionist and other departments cooperate with each other so that everyone knows the most recent situation in the hotel. So, the receptionist will be able to give the
information to the guest clearly because he or she knows the most recent situation and events in the hotel.

b. To be an information centre to all guests.

Front desk is the place where the guests ask for help or information in the hotel. So, the receptionist must know all information about the hotel and the city. The guests usually ask about tourist destinations around the city, flight and train schedule, souvenirs shop, and many more.

2. **Duties of a Receptionist as a Registration Officer**

   a. To pay attention and be prepared for the expected arrivals who have already reserved.

   The receptionist must be aware of the needs for the expected arrivals. For example, if guests need to be fetched, the receptionist should remind the driver to meet them. Then the receptionist contacts the housekeeping staff to prepare rooms for the expected arrivals. The receptionist may also request for fruit or flowers basket from the Food and Beverage Department if necessary, especially for VIP/VVIP guests (Very Important Person).

   b. To choose and sell the room according to existing procedures.

   The receptionist chooses and sells the room to the guest by checking the availability and the condition of the room (room discrepancy) in the computer system.

   c. To register and assign rooms to the guest according to existing procedures.

   The receptionist must be able to register and assign rooms to the guests who want to stay. This is called as check-in procedure.
The check-in procedures are:

1. First, the receptionist asks the guest’s name and whether he or she has previously made a reservation or not.

2. Then the receptionist checks the reservation data in the computer system. If the guest has not made a reservation beforehand, they are called walk-in guests. For walk-in guests, they will be asked what kind of room he or she wants.

3. Next, the receptionist asks for some identification, such as passport or identity card. This applies to both walk-in and guests who have previously made a reservation.

4. After that the receptionist asks the guest to fill the registration form. While the guest fills the registration form, the receptionist enters the guest’s data into the computer system based on the guest’s identity card. After that, the receptionist returns the identity card to the guest.

5. The next step is to ask for the deposit payment to be made to the front office cashier.

6. Then, the receptionist presents the guest card which is called a Kusuma Pass to the guest which contains a welcome drink voucher, a breakfast voucher for the next day and the room key.

7. Finally, the bell boy accompanies the guest to the room.

d. To register guest’s room for Hotspot Internet connection

The guests who stay at Kusuma Sahid Prince Hotel may use the hotel’s wireless internet connection for free by registering with the front desk officer.

commit to user
General steps for hotspot internet connection registration:

1. Ask the room number of the guest.
2. Subscribe the room number to the hotspot connection program of the computer system.
3. Give the login username and the password to the guest.

3. Receptionist as a Substitute Officer

a. To be able to handle the telephone switchboard when there is no officer around.

Usually, there is an officer to handle the telephone switchboard, but there is no such officer in Kusuma Sahid Prince Hotel. So, the receptionist, the Front Office Cashier and the reservationist have to be able to help each other handle the telephone switchboard. There are three telephone switchboards, two in the reservation section and one at the front desk.

A receptionist has to understand the procedure for handling calls. There are:

1. The call must be answered before the third ring.
2. The receptionist greets the caller. The calls are differentiated into internal calls and external calls as indicated by the switchboard.

- Internal calls are the calls from inside of the hotel that can be from other departments in the hotel or from the guest via telephone in their room. For internal calls, the receptionist greets in Bahasa Indonesia (Indonesian Language) and says “Selamat pagi/siang/sore/malam, dengan Resepsion, ada yang bisa saya bantu?” (“Good morning/afternoon/afternoon/evening, Reception here, may I assist you?”).
- And external calls are made from outside the hotel. Since Kusuma Sahid Prince Hotel is a five-star hotel, external calls must be greeted with English, the International language followed by Bahasa Indonesia. The greeting for external callers is “Good morning/afternoon/evening, Kusuma Sahid Prince Hotel, (receptionist’s name)’s speaking, may I assist you? Selamat pag/siang/sore/malam, dengan (receptionist’s name), ada yang bisa saya bantu?”. The receptionist must listen carefully what the caller wants and helps them in every way possible.

4. The receptionist ends the call by saying thank you and goodbye.

b. To be able to do the duties of the Front Office Cashier (FOC) if there is no officer around.

The receptionist is not required to know all the duties of a Front Office Cashier. However, the receptionist has to handle basic front office cashier duties if required, such as when the FOC is not around. If the receptionist cannot handle it, the receptionist has to call a FOC immediately because it is not recommended to keep the guest waiting for a long time.

4. **Other Duties of a Receptionist**

   a. To write and read the logbook for any notes related to his or her job and explain it to the next shift orally.

   The Logbook is the communication book which contains all kinds of important messages related to the hotel. Before starting his or her shift, the receptionist has to read the logbook to know the most recent situation which has been recorded by the previous shift. And while doing his or her job, the
receptionist must write down the important messages and explain them to the receptionist who is on duty in the next shift orally.

b. To maintain the cleanliness and neatness of the workplace and surroundings.

Even though the housekeeping staff always clean the front desk area everyday based on schedule, the receptionist also has to keep the workplace clean and neat. The receptionist has to create a good impression by showing the cleanliness and neatness of front desk area to make the guest comfortable.

c. To keep good relationship with the coworkers from the Front Office Department and the rest of the hotel.

It is important for a receptionist to keep good relationship with the colleagues in the front office department and other departments because all must work together in handling the jobs in the hotel.

B. Working Schedule

The receptionist in Kusuma Sahid Prince Hotel works for five days and is free for one day. The schedule is made by front office assistant every month. The working time is arranged into morning shifts, afternoon shifts and night shifts, but the night shifts are only for male receptionist. The working hours are 8 hours per shift with a break for an hour at the Employee Dining Room (EDR). The shift schedule is as follows:

1. The morning shift works from 07.00- 15.00

   The break for the morning shift is at 12.00-13.00.
2. The afternoon shift works from 15.00-23.00
   The break of afternoon shift is at 18.00-19.00.
3. The night shift works from 23.00-07.00
   The break of night shift is at 02.00-03.00.

Before the receptionist starts the job, he or she has to mark his or her attendance through finger print system at security which shows the time of the arrival. And at the end of the shift, the receptionist repeats the process to show what time he or she has finished the job. Then the security will do the check to avoid losses in the hotel area. This also applies to trainee, they do not do the finger print system, but only sign in the attendance book before being checked.

C. Handling Guest’s Complaints

1. General Steps for Handling Guest’s Complaints

   As the most direct contact with the guest, the guests express their dissatisfaction by complaining to the receptionist. The receptionist has to be able to handle it tactfully because the hotel has to give the best service to the guest. The general steps in handling guests’ complains are:

   a. Listen carefully to the guests’ complaints
   b. Make a note for the complaints
   c. Apologize for the inconvenience and promise to address the guests’ complaints immediately.
   d. Contact the relevant department or section who are responsible for the problem.
2. **Examples of Complaints by the Guests**

   a. **The damage of room facilities.**

      The damage of room facilities include the Air Conditioner not turning on, turbid tap water, or leaks in the room. These should be reported to the housekeeping department. After that, the housekeeping staff reports it to the technician of the hotel to fix the problems.

   b. **The internet connection is disconnected.**

      The receptionist must know why the internet is disconnected. If the problem is with the internet service company, the receptionist must explain the situation to the guest. If the problem is from internet system of the hotel, the receptionist should re-register the guest’s room number.

   c. **Cleanliness of the room and surroundings of the hotel.**

      The housekeeping department is responsible for the cleanliness and neatness of the hotel, along with all employees. If there is a complaint about cleanliness of the room and surroundings of the hotel, the receptionist should report it to the housekeeping department.

**D. Receptionist’s Grooming**

A receptionist has to keep a good appearance and personality to make the guests comfortable. The hotel management requires the receptionist to conform the hotel standards of grooming. These are:

a. **The receptionist has to wear the hotel’s uniform.** For the female receptionists, they wear a traditional Javanese outfit which consists of a Kebaya (a Javanese
blouse) and a Batik skirt. Male receptionists wear a black coat with touches of Javanese style.

b. A female receptionist has to tie her hair up and a male receptionist has to keep his hair neatly combed.

c. The receptionist must avoid having body odor.

d. The female receptionist must wear black high heeled shoes. Male receptionist must wear black dress shoes.

e. The receptionist must greet all people around the hotel including guests, other employees and the hotel managers.

f. The receptionist must wear his or her name tag while on duty.

g. Female receptionists are recommended to use light make-up.
CHAPTER IV

CONCLUSIONS AND SUGGESTIONS

A. Conclusions

Based on the discussions, one conclusion that can be drawn from this study is that the job description of a receptionist in Kusuma Sahid Prince Hotel includes many aspects. Making a receptionist integral to the coordination and functioning of the hotel.

As an information center, a receptionist must know the hotel very well such as its location, the types of rooms, the facilities, the rates and even the history of the hotel. The receptionist can also promote the facilities and the advantages staying in Kusuma Sahid Prince Hotel to increase the income of the hotel. The receptionist must not only know information about hotel in general but also must know external information that the guests usually ask, for example tourist destinations around the city, flight and train schedule, souvenir shops, especially shops belonging to the companies who are cooperating with the hotel.

The reception section is part of the front office department which is led by the front office manager. In front office department, the receptionist cooperates with other officers such as reservationists, guest relation officer, bell boy, and the driver. Reception sections are related with other sections in front office department so that they have to maintain the cooperation well by knowing the job scope of each section.

Reception section is not only related to front office department but also the other department like the housekeeping department. Both of reception section
and housekeeping department cooperate especially on room status by giving the latest information about the condition of the rooms. From this, the receptionist can choose which rooms can be sold and which cannot be sold. Besides that, the receptionist also has to be able to handle the complaints from the guests which are usually related to the other departments because the hotel has to give the best service to the guest.

The job description is not the only thing that a receptionist should focus on. The receptionist’s grooming is also an important part in doing his or her job. To do a receptionist’s job well, one has to be conscious of one’s appearance while carrying out the main tasks because the aim of receptionist’s duties is to build a good image of the hotel.

In conclusion, the receptionists of Kusuma Sahid Prince Hotel have a large responsibility to know the job scope and perform it to their best ability.

B. Suggestions

These are some suggestions by the author to improve the Kusuma Sahid Prince Hotel especially the front office department and the performance of receptionists.

1. Front Office Department:
   a. Front office department should consider hiring a telephone operator officer to handle the calls from both inside and outside of the hotel. By having a telephone operator officer, the receptionist and other officers can focus on their own obligations and will not be overwhelmed by performing the telephone operator’s duties.
b. It will be advisable to have a handbook about the job scope and procedures for the jobs of each section. Having a handbook, the front office staff will know what they can and cannot do by themselves. This way, the staff not only learn from experience but also from a written source.

c. Front office department needs to hold regular briefings to evaluate the work performance for each section to improve the quality of work performance. This will benefit the quality of the hotel.

2. Reception Section:
Besides having regular briefings for front office staff, it is also preferable to hold a meeting among receptionists in the reception section. This will promote cohesiveness among the receptionists which will improve their work performance.