

SUMMARY

Making Tutorial Video of Being a Front Office Staff at Golden Tulip Holland Resort Batu Shinta Andari Putri, F31202066, 2023, 32 pages, English Study Program, Politeknik Negeri Jember, Agus Setia Budi, S.Pd., M.Pd (Supervisor)

This final project report is entitled "Making a Tutorial Video of Being a Front Office Staff at Golden Tulip Holland Resort Batu". Based on a preliminary study conducted by the writer for the front office manager, the problem experienced at the hotel, especially in the front office department, there is no video as a guide to becoming a front office staff member only a written guide. This makes difficult for new staff to understand standard procedures clearly. So, the result of a preliminary study conducted by the writer is to create a tutorial video product in the form of an overview of being a front office staff member. The existence of this tutorial video is to make easier for new staff to see a small picture of how to become front office staff at Golden Tulip Holland Resort Batu.

In making the tutorial video, the writer used two languages: English and Indonesian. The video is divided into three parts: opening, body, and closing. The writer conducted four steps of data collection, including interviews, observation, documentation, and audiovisual materials. The writer used three stages. Pre-production, it includes creating a concept, making a storyboard, creating scripts, scripts creation, budgeting, and the final stage. After that, the writer used the production stage which contains the role of the director, communication, and shooting notes. And the last stage is post-production, or the editing section which contains screening, drafting, trimming, mixing audio, and rendering.

The writer obtained overall information from the front office manager about what activities occur in the front office from the receptionist, guest relations officer, concierge, and reservations. The activities were in the form of an overview of activities in the front office, how to handle complaints, and grooming standards in the front office. The information is based on the results of interviews, observations, documents, and audiovisual materials. The content of the video is approximately

seven minutes long, containing an opening, content, and closing with voiceover using two English languages and supported by Indonesian subtitles. In addition, the writer enlisted the help of front office staff to model the video.

The writer gained many skills in doing this final project, such as improving writing skills, the ability to use a camera, editing skills by using software, translation skills, and communication skills. Many things were regarded difficult by the writer in making this tutorial video. However, the writer tried his best to produce an optimal final project.