

SUMMARY

Making A Tutorial Video On How To Be A Front Office Staff in Nadia Bromo Hotel Probolinggo. Rizqi Larasati, F31200241, 2023, 50 pages, English Study Program, Politeknik Negeri Jember, Nanik Mariyati, S.Pd., M.Pd (Supervisor).

Hotel service is one of the most important things in the hospitality industry. Services must provide satisfaction and fulfill the desire and needs of guests. The quality of the employees services will be a major influence on guests satisfaction while they are staying at the hotel and have a very important role.

A department in the hotel which take the most important role in giving services to the guest is front office. Front office is a position that represents all the quality of the hotel because it will greatly affect the first impression of guests when they come to the hotel.

One of the hotels that now is still struggling to increase the quality of its front office staff is Nadia Bromo hotel. Nadia Bromo hotel is a two-star hotel which is about 13 km from Mount Bromo that has 24 hours front desk. It is a hotel that really pay serious attention to its staff's professionalism and the guests services. One of the problems that the receptionist told was that some hotel staff at the front office had difficulty in speaking English when talking to foreigners. This is feared to hinder hotel services to foreign guests. Based on these facts, the hotel owner is looking for ways to solve this problem to improve human resources in hotel especially the quality in serving guests. Therefore, he thought that the staffs need to be guided and trained so they can improve their knowledge and skills in speaking English to serve the international guests

Based on this situation, the writer helped to solve the problem by making a tutorial video. The video was contained about how to communicate in English with the guests. The writer make this tutorial video in two languages or bilingual. The tutorial video is titled “ Tutorial Video On How To Become a Front Office Staff in Nadia Bromo hotel Probolinggo”.