

SUMMARY

Making a Tutorial Video For Being A Good Front Officer In Montigo Resorts Nongsa Batam, Zuljiah Najma Tamrin, F31221260, 2025, 71 Pages, Language, Communication and Tourism Department, Politeknik Negeri Jember, Julien Arief Wicaksono, S.Pd., M.Pd. (Supervisor).

Batam is one of the fastest-growing cities in Indonesia and a favorite destination for international tourists. Its strategic location near Singapore and Malaysia makes it a popular place to visit. As the number of foreign visitors increases, hotels and resorts in Batam compete to deliver the best service. Montigo Resorts Nongsa, a five-star resort, often welcomes foreign guests and requires its staff to provide excellent service. One problem found in the front office department was the lack of confidence in speaking English during check-in, which can reduce guest satisfaction. A bilingual tutorial video using English and supported by Indonesian subtitles was developed to help front office staff improve their communication skills and perform better in guest handling.

The tutorial video serves as a practical training tool to demonstrate the proper check-in procedure. It includes standard steps such as greeting guests, confirming bookings, and assigning rooms. Bilingual content was chosen to make the material easier to understand, especially for new employees. English is used as the main language in the video to reflect real communication with guests, while Indonesian subtitles support the understanding. The video also shows appropriate expressions, gestures, and professional behavior expected from front office staff in delivering five-star service. The title of the video is “Tutorial Video about Performing Effective Check-In Procedure at Montigo Resorts Nongsa”

The video was created through a structured process. The script was written using simple English to ensure clarity. The filming took place at the resort using a smartphone camera, and CapCut editing software. Observations and informal interviews during internship activities were used to develop the video content. Indonesian subtitles were added during the editing process to help viewers

understand the meaning more easily. The final video was uploaded to Google Drive as an accessible learning tool for training purposes.

The final product shows how front office staff at Montigo Resorts Nongsa should handle guest arrival and check-in professionally. Every step, from opening to closing, is demonstrated with clear language and body language. The bilingual format ensures that both English practice and content understanding are achieved. This video provides valuable support in improving staff performance and language skills in a practical and engaging way.

Improving English communication in hospitality is essential for hotels that serve international guests. Using digital learning tools like tutorial videos can help improve staff confidence and service quality. The video made in this project is expected to support front office staff e staff in learning how to give better service in English. In the future, more training videos can be made to cover other topics, such as check-out procedures or handling guest complaints. This can help staff continue improving their communication and service skills.