

## SUMMARY

**The Jobs of Being A Receptionist at Purnama Hotel.** Reni Nur Jannah. F3111065. 2014. 73 Pages. Language, Communication, and Tourism Department. State Polytechnic of Jember.

Purnama hotel is one of luxury hotels in Batu, Malang. This hotel as four stars hotel has complete facilities like Swimming pool, 2 restaurants, sport & recreational facilities, play ground and hair salon & massage which can be enjoyed by the guest stayed there. It made this hotel become pioneer in giving the best services to the guest. It also has strategic location because it is near to some famous tourism objects in Batu. Besides, there were so many domestics and foreign guests who stayed in this hotel. Based on the data of Purnama hotel guest a month, for example on December 2013, there were 5954 people stayed there and 592 of them were foreign guest. Most of them are from Netherlands. They used English for their communication with hotel staffs. Therefore, Purnama Hotel needs the hotel staff like receptionist, bell boy, and waitress who can speak English.

For those reasons, I chose Purnama hotel as my internship program place because my skill and my knowledge that I have learned in college is appropriate to be applied in this hotel especially in Reception position. I could apply my knowledge of hotel and restaurant, public speaking, computer, tour & travel, and *manajemen pengelolaan kantor*. Moreover, the most important thing is I could contribute my skill that I could speak in English with foreign guest who stayed in this hotel. I am also interested in learning about hotel hospitality.

In this hotel, I was placed in two divisions. It was at room department as receptionist and operator and at food and beverage product as waitress. In this report, I focused on the jobs as receptionist. The activities that were done during internship program as receptionist were handling check in and check out process, handling reservation, handling complaint, answering the telephone calls, and

giving information. After having the internship program at Purnama Hotel, I could know the jobs of being receptionist. Besides, I also could know the hotel room rates that were different for some guests.

In doing those activities, I got some problems. Those were handling the guests who did not want to queue in check in process, handling the guests' complaints that were getting angry, handling the telephone calls in the same time which get me confused and giving information to the guests about tourism object and public facilities in Batu that I have not known yet. Even I faced some difficulties during conducting the internship program, I never stop to asked the staff of Purnama Hotel and learn to solve those problems.

Finally, I conclude that being a Receptionist at Purnama hotel taught me about the patience and carefulness in handling the guest. It also trained me to have good communication while I had conversation with the guests who had various characteristics. Moreover, I could practice my English with foreign guest. Therefore, I recommend to the student of English Study Program to have an internship program at Purnama Hotel to get work place experiences in the hotel sector.