

Chapter 2

THEORETICAL REVIEW

2.1. Receptionist Definition

Reception is one of operations in Front Office (Wantah, 1998: ix). Therefore, before discussing about receptionist (a person works in the reception), it is important to explain about Front Office. Dr. Adi Soenarno, MBA (2006:2) in his book *Front Office Management* said, “*Front office as a place to support the administration of guests satisfaction.*” That statement means that front office division is purposed to increase the satisfactory of guests. Front office has main role namely to build the impression of the hotel itself. All services given by front liner bring impression to the customers. Like Soenarno, Llie Gabriel Wantah (1998) also said that Front Office is the first location where guests will see when they arrive at the hotel. It means that Front Office is the impression of the hotel. Customers get first impression of the hotel from the Front Office. Wantah (1998) said, “*Any property will ensure that all the faces attending the area will show their freshness and smartness as a lead to welcome to the property and prove to the guests that they are in good hands.*” In addition to Soenarno and Wantah, Agus Sulastiyono (1999:63) said that the main function of Front Office is selling rooms to guests.

As part of Front Office, a reception where the Receptionists serve the guests check-in and check-out has an important role in the hotel. A receptionist

handles guest registration until the guests can stay in the hotel, arrange the room allocation, and handle the check-out, including payment (Soenarno,2006:79). TheHotel Receptionist is responsible for providing a friendly, welcoming and efficient service to all hotel guests, in line with the hotels vision and values on customer satisfaction. The main purposes of the hotel reception area's staff are to respond courteously to guests' requests, play a part in the general running of the reception desk and help the General Manager to maintain a smooth room bookings service. (<http://www.melbreakhotel.co.uk/media/28301/job-description-receptionist.pdf>). Another source mentions that Hotel receptionists make guests feel welcome, manage room bookings (also known as reservations) and deal with requests that guests make during their stay.A hotel receptionist also needs to be friendly and professional at all times, be able to look after several things at once and always stay calm, sometimes under pressure. (<https://nationalcareersservice.direct.gov.uk/advice/planning/jobprofiles/Pages/hotelreceptionist.aspx>)

2.2. The Tasks of Receptionist

Soenarno (2006:79) mentioned the tasks of a receptionist:

1. Welcoming the guests who come to Front Office friendly and politely.
2. Making registration for the guests
3. Registering the guests to check-in
4. Noting and accepting the deposit from the guests.
5. Handling check-out
6. Explaining the room types and facilities

7. Handling the money exchange of foreign currency to local currency or from local to foreign currency.
8. Making the daily report of guests who check –in
9. Counting and responsible for day to day transaction

2.3. Receptionist Requirements

In order to become a receptionist, basic requirements that must be met by Soenarno in his *Front Office Management* (2006. 79-80) are:

- High dedication
- Friendly
- Smart
- Skillfull
- Able to communicate well (in English)
- Like meeting people
- Able to serve guests well