

## **Chapter 3**

### **ANALYSIS**

#### **3.1. Description**

##### **3.1.1. The Compatibility between the Observation and Theories**

After conducting observation, the writer found some points that correspond to the theory and some are not in accordance with the theory contained in Chapter II. Some of the points that correspond among others:

The receptionists in Agrowisata are responsible for providing information about the hotel and serving the guests. The tasks of a receptionist in Agrowisata Salatiga according to the results of the interview are to provide information about the company where they worked and coordinate directly with the guests for check-in and check-out. When the guests come, they greet the guests politely, giving information about the rooms and the facilities, and instructing other staff to guide the guests. Another example is we welcome the guests to order food through receptionist and to coordinate the outbond. These are in accordance with the theory of Dr. Adi Soenarno, (2006: 79-80) which states that the receptionist must be able to provide information to clients about the company where he worked. The responsibility as a receptionist must keep the guest while having activity inside of hotel and as media for communication and direct coordination for receptionist and guest.

Alih Tinar Saputra, the Front Office Coordinator, said in the interview that the receptionist is an information center and a place to communicate and coordinate with guests, including check-in and check-out. This is his statement about his job as a receptionist:

*“Tugas saya sebagai Resepsionis disini adalah pusat semua informasi mengenai Agrowisata Salatiga baik itu produk maupun informasi aset sehingga harus bisa dikuasai, harus bisa menjaga tamu ketika mereka beraktivitas selama di hotel dan kami adalah tempat untuk berkomunikasi dan berkoordinasi langsung sehingga kami dapat kontak langsung dengan tamu dan melayani dengan cepat termasuk check-in dan check-out.”(The interview script in Bahasa Indonesia)*

*“My job as a receptionist here is as the center of information of Agrowisata, both about products and assets. We need to care for the guests while doing activities in here and we are the place of communicating and coordinating directly with guests and serving the check-in and check-out fast.”(The interview script in English)*

The receptionists in Agrowisata treat the guests with good attitudes. The attitude of the receptionist in Agrowisata is oriented to the guest services, professional, sincere to guest requests, have good language, and behave properly, because for them ‘The guests are Kings’. For example, if the guests complain about the food, room standards, the meeting room, and the room prices, the receptionists accept the complains as an input for the hotel to be better. Such matters in accordance with the theory of Dr. Adi Soenarno, MBA (2006.79-80) which states that a receptionist should be friendly and courteous, able to communicate well, have the ability to put himself in accordance with the situation at hand. A receptionist must be professional, good at communication, sincere to guests so that they will be comfortable during their stays in the hotel.

Alih Tinar Saputra, the Front Office Coordinator, also explain in the interview that a receptionist should have good attitudes, such as being guest-oriented, professional, and sincere. The guests are the kings. So, a receptionist needs to serve the guests well. He also added that a receptionist should speak with appropriate language and behave properly. According to Saputra about attitude of receptionists:

*“Ada istilah tamu adalah bos, jadi resepsionis harus mempunyai sikap guest-oriented, profesional, tulus, ikhlas dengan tamu apapun semua permintaan mereka sehingga mereka dapat melakukan kegiatan mereka dengan lancar, termasuk personaliti, resepsionis harus memiliki bahasa yang baik, halus, sikap dan perilaku yang benar.”*

*(The interview script in Bahasa Indonesia)*

*“There is a saying that A Guest is A King, so a receptionist must have guest-oriented, professional, sincere attitudes to guests by fulfilling their requests so that they can do their activities fluently. A receptionist should speak with good language and attitudes.”*(The interview script in English)

Saputra also gave some example on how to handle complain. All complains are accepted sincerely as parts of input for better management of the hotel. He mentioned some examples of the complains and how to handle them, as below:

*“Pengalaman sangat banyak masalah komplain, seperti contoh tentang masakan karena setiap orang punya selera rasa yang berbeda, tentang standard ruang meeting yang tidak sesuai maupun standard ruang kamar hotel yang kurang luas, dan juga harga kamar yang tinggi. Tetapi semua itu baik untuk kami karena bisa menjadi masukan manajemen kami untuk menjadi lebih baik”*(The interview script in Bahasa Indonesia)

*“We have many experiences about complain, like about food because each person has different taste, about the meeting room*

standard, the room size, and the room price. But all of the complains are positive and can be inputs for our management to be better.”(The interview script in English)

A receptionist in Agrowisata should a spirit to work, have good personalities, attractivelookings. He or she should be able to speak English and operate the computer. A receptionist should be skillful in communication and know all information about Agrowisata. This is suitable with the task and requirements of receptionist by Soenarno (2006:79-80).

### **3.1.2. The Mismatch between the Observation and the Theories**

There are a condition about the receptionists in Agrowisata that are not in accordance with the theories:

According Soenarno who mentioned that the tasks of receptionists include dealing with guests data and transactions, and according to the interview in the Agrowisata the main job receptionist are responsible for providing information about the hotel and serving the guests. However, in real works, the jobs of a receptionist in Agrowisata are multi-tasks. This is mentioned by Saputra who said that though the reception is under Front Office, they haven't had a structured job descriptions so anyone who is in Front Office can be a receptionist, a bellboy, even a telephon operator. In here, it is clear that a receptionist can cover tasks apart from his main tasks, including those mentioned by Soenarno.

When the writer asked about the job description of Receptionist in Agrowisata, Saputra mentioned several tasks that are apart from the tasks of a Receptionist mentioned by Soenarno, as follows:

*Q: “Hal-hal apa saja yang harus dilakukan di luar job description?”  
A: “Membuat registrasi tamu, memasukkan data tamu dalam laporan, menghitung dan bertanggungjawab semua transaksi di hotel.”(The interview script in Bahasa Indonesia)*

The script can be translated as follows:

T: “What tasks do you do apart from your job descriptions?  
Q: “Making guests registration, inputting guest data in reports, counting and being responsible with all the hotel transactions.”(The interview script in English)

### **3.1.3. The Patterns of the Receptionists in Agrowisata**

There is a pattern of the receptionists in Agrowisata:

The writer thinks that a receptionist in a Agrowisata Salatiga does the tasks like what are mentioned in the theories, such as, becoming the center of information of Agrowisata, both about products and assets, caring for the guests while doing activities in here and becoming a place for communicating and coordinating directly with guests and the hotel, and serving the check-in and check-out fast. But there are some tasks, which are not considered as the receptionist's job in Agrowisata, such as making guests registration, inputting the guest data into reports, counting and being responsible about hotel transaction.

### **3.1.4. The Reasons of Mismatch Between the Observation and Theories**

The writer thought that the mismatch between the observation and theories happened because:

Agrowisata is not a star hotel so the systems are not very strict. It means that the job descriptions of each staff is not very clear. Each operation may have overlap jobs with other operations.

### **3.2. The Role of English**

#### **3.2.1. The Role of English for Receptionists in Agrowisata**

The role of English in performing the duties of receptionists in Agrowisata is not so dominant. Overall ongoing activities in Agrowisata, English are often used only in writing in the brochure and website. Receptionists seldom use English in communication because most of the guests are local guests. The foreign guests usually can speak Indonesian so it makes the receptionist staffs do not have fluent skills in speaking English. This happens because the target marketing Agrowisata is still in the local community or domestic segment. So, although English becomes a qualification for receptionist, the fact is it is not used all the time.

Alih Tinar Saputra, the interviewee of this observation, said that actually English is one qualification that needs to be mastered by a receptionist. But he admitted that in Agrowisata, the use of English is rare, because many guests are local guests. The foreign guests who come usually can speak Indonesia. This is statement about his use of English in Agrowisata Salatiga :

*“Bahasa Inggris adalah suatu kualifikasi yang harus dimiliki sebagai seorang resepsionis, tetapi di Agrowisata kebanyakan tamu lokal jadi untuk bahasa Inggris jarang sekali digunakan, malah*

*kebanyakan bahasa Jawa kromo halus. Agrowisata juga mempunyai tamu asing dari berbagai negara dan terkadang tamu asing itu dapat menggunakan Bahasa Indonesia.”(The interview script in Bahasa Indonesia)*

“English is a qualification that needs to be owned by a receptionist, but most of the guests in Agrowisata are local guests so English is seldom used, because many of them speak Javanese. There are also foreign guests in Agrowisata but they usually can speak Indonesia.”(The interview script in English)

### **3.2.2. The Types of English Used by Receptionists in Agrowisata**

English is often used only in writing the brochure and website. Agrowisata promotes the hotel through brochure and website. They hope that more foreign guests would visit and stay so the brochure and the website are in Indonesian and English. The receptionists use English to help writing the brochure and website.

### **3.2.3. The Problems of Using English in Agrowisata**

The problem of using English is mainly because there are not many foreign guests coming to Agrowisata, or if they come, they speak Indonesian, so the staffs do not need to use English most of the time.

## **3.3. Reflections**

### **3.3.1. The Strength and Weaknesses of Doing the Observations**

After carrying out observations, the writer found some strengths and weaknesses in the process of observation. The strengths are as follow:

- Shorten the time of completion of the task observation
- Knowing the activities performed by the employee only by conducting observation.

The weaknesses found in the observation process are:

- Students are not able to apply the abilities and skills gained during the lecture to the actual work;
- Students do not get experience for the provision of work in the real world;
- Limitations of preparation time due to responsibility to complete several courses in advance;
- Time limitation which leads to the minimum result of observation

### **3.3.2. What the Writer Learnt from this Observation**

The writer learns that being a receptionist is not easy. A receptionist needs to have abilities to do many things like inputing data, serving the guests well, giving accurate information, mastering spoken and written English, and having good performances. A receptionist also needs to be hardworking, careful, cheerful, and responsible.