

FINAL PROJECT REPORT

**HANDLING CHECK-IN FOR SPIRE ROYAL
AMBASSADOR IHG BY RECEPTIONIST AT
INTERCONTINENTAL BALI
RESORT JIMBARAN**



POLITEKNIK NEGERI BALI

Sang Ayu Putu Mira Damayanti

**TOURISM DEPARTMENT
BALI STATE POLYTECHNIC
BADUNG
2022**

FINAL PROJECT REPORT

**HANDLING CHECK-IN FOR SPIRE ROYAL AMBASSADOR
IHG BY RECEPTIONIST AT INTERCONTINENTAL BALI
RESORT JIMBARAN**



POLITEKNIK NEGERI BALI

By
Sang Ayu Putu Mira Damayanti
NIM 1915823077

HOSPITALITY STUDY PROGRAM
TOURISM DEPARTMENT
BALI STATE POLYTECHNIC
BADUNG
2022

**HANDLING CHECK-IN FOR SPIRE ROYAL AMBASSADOR
IHG BY RECEPTIONIST AT INTERCONTINENTAL BALI
RESORT JIMBARAN**

By
Sang Ayu Putu Mira Damayanti
NIM 1915823077

This Final Report is submitted to Fulfill One of The Requirements to Obtain the
Diploma III Hospitality Study Program at the Tourism Department
Bali State of Polytechnic

Advisor I,



Dr. Dra. Ni Gst Nym Suci Murni, M. Par
NIP. 196405251990032001

Approved by

Advisor II,



Drs. I Wayan Jendra, M.Ed. Admin
NIP. 196001251988031001

**JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI**

Legally by,

Tourism Department Head



Prof. Ni Made Ernawati, MATM., Ph.D.
NIP.19631228199010201



POLITEKNIK NEGERI BALI

KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN
POLITEKNIK NEGERI BALI
JURUSAN PARIWISATA

Jalan Kampus Bukit Jimbaran, Kuta Selatan, Kabupaten Badung, Bali-80364
Telp. (0361) 701981 (hunting) Fax. 701128
Laman: www.pnb.ac.id Email: poltek@pnb.ac.id

STATEMENT OF ORIGINALITY

The undersigned below,

Name : Sang Ayu Putu Mira Damayanti
NIM : 1915823077
Study Program : Hospitality, Tourism Department Bali State Polytechnic

Thus, I declare that my final project entitled:

**“HANDLING CHECK-IN FOR SPIRE ROYAL AMBASSADOR IHG
BY RECEPTIONIST AT INTERCONTINENTAL BALI RESORT
JIMBARAN “**

The content is my original ideas and thereby free from plagiarism. Being a statement, I am ready to bear the risk or any sanctions imposed on me by regulation.

Thus, this statement letter could use properly.

Badung, 10 July 2022
Undersigned below



NIM: 1915823077
PS: Diploma III Hospitality
Tourism Department Bali
State of Polytechnic

ACKNOWLEDGEMENT

The author would like to gratitude Ida Sang Hyang Widhi Wasa / The Almighty God because he blessed the final report to finish in time. This final report entitled HANDLING CHECK IN FOR SPIRE ROYAL AMBASSADOR IHG BY RECEPTIONIST AT INTERCONTINENTAL BALI RESORT JIMBARAN was composed to fulfill one of the requirements to obtain the Diploma III Hospitality Study Program at Tourism Department, Bali State Polytechnic.

During composing this final report, the author was guided, advised, comparison, and supported by some people, so in this opportunity, the writer would like to say thank you to:

1. I Nyoman Abdi, SE, M. eCom., is a Director of the Bali State Polytechnic and has provided the opportunity to study in the Hospitality Study Program.
2. Prof. Ni Made Ernawati, MATM., Ph.D., is the Head of the Tourism Department at Bali State Polytechnic and has provided many inputs.
3. Dr. Ginaya, M. Si., the secretary of the Tourism Department, Bali State Polytechnic, has helped by providing various additional information about the final project report.
4. Ni Wayan Wahyu Astuti, SST Par., M. Par., as Head of Diploma III Tourism Department, has provided much teaching and guidance during the completion of this final project report.
5. Dr. Dra. Ni Gst Nym Suci Murni, M. Par., is an advisor who has provided many inputs and guidance on this final project report. She had spent much time

guiding, directing, and giving motivation author to complete this final project report.

6. Drs. I Wayan Jendra, M. Ed. Admin., as advisor II had spent much time guiding, directing, and giving motivation to the author to complete this final project report.
7. Kanah, S.Pd., M. Hum., is coordinator of On-the-Job Training, has helped all students to have a place to do their Job Training.
8. All the lectures of the Bali State Polytechnic Tourism Department have educated and provided pieces of knowledge.
9. Mr. Anak Agung Gede Joni, a Front Office Manager of InterContinental Bali Resort Jimbaran, has allowed the writer to do training for six months in his department.
10. Mr. I Komang Wirawan, Training Development Manager of InterContinental Bali Resort Jimbaran, has been allowed to do training and always guides and also gave the evaluation during the training process for six months.
11. All InterContinental Bali Resort staff have given guidance and taught trainees to be more professional hoteliers.
12. Last but not least, the author would like to say thank you very much to the author's family, because with their support to the final report, it could finish in time.

Finally, the author realized there were accidental errors in writing this final report and allowed the reader to give suggestions and constructive criticism to make

this report an example for other students to make better reports on another final project report.

Badung, March 31st, 2022

Author

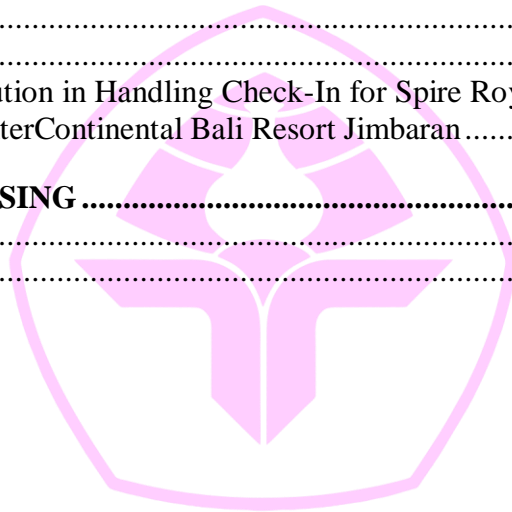


JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

LIST OF CONTENTS

Contents	Page
FINAL PROJECT REPORT	ii
LEGITIMATION PAGE.....	iii
STATEMENT OF ORIGINALITY	iv
ACKNOWLEDGEMENT	v
LIST OF CONTENTS	viii
LIST OF FIGURES	x
LIST OF TABLES	xii
CHAPTER I INTRODUCTION	13
A. Background.....	13
B. Problem Statement	15
C. Purpose and Usage of Writing	16
1. Purpose of Writing	16
2. Usage of Writing.....	16
D. Method of Writing	17
1. Method of Collecting Data	17
2. Technique of Analysis.....	18
3. Technique of Result Analysis.....	18
CHAPTER II THEORETICAL BASIS.....	19
A. Hotel	19
1. Definition of Hotel.....	19
2. Classification of Hotel.....	20
B. Front Office Department.....	22
1. Definition of Front Office	22
2. Section of Front Office Department.....	22
C. Receptionist.....	25
1. Definition of Receptionist	25
2. Duties and Responsibilities of Receptionist	26
D. Guest	27
1. Definition of Guest.....	27
2. Type of Guest	28
E. Membership.....	29
F. Check-In.....	30
1. The Definition of Check-In	30
2. The Procedure of Check-In	31
G. Handling	32
CHAPTER III GENERAL DESCRIPTION OF COMPANY PROFILE	33
A. Location and History of the Hotel/Company	33

1. Location of the Hotel	33
2. History of the Hotel.....	34
B. Field of Business and Hotel Facilities	35
1. Field of Business.....	35
2. Hotel Facilities	35
C. Organizational Structure and Job Description	42
1. Organizational Structure.....	42
2. Job Description of Front Office Department.....	44
CHAPTER IV DISCUSSION.....	47
A. Handling Check-In for Spire Royal Ambassador IHG by Receptionist at InterContinental Bali Resort Jimbaran.....	47
1. Preparation Stage	55
2. Handling Stage.....	67
3. Final Stage	78
B. Obstacle and Solution in Handling Check-In for Spire Royal Ambassador IHG by Receptionist at InterContinental Bali Resort Jimbaran.....	81
CHAPTER V CLOSING	84
A. Conclusion	84
B. Suggestion.....	85
BIBLIOGRAPHY	

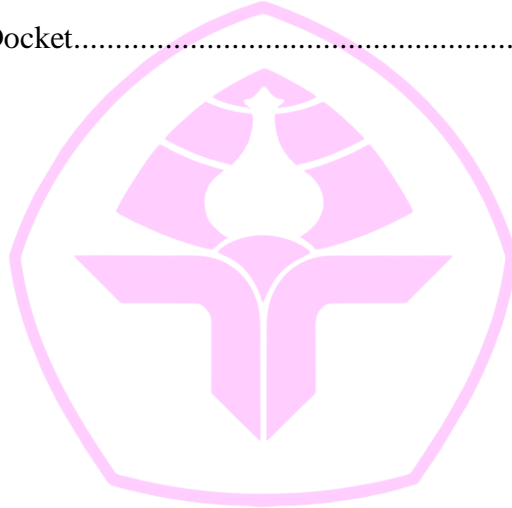


JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

LIST OF FIGURES

Content	Page
Figure 2. 1 Stage of Check-In.....	31
Figure 3. 1 Hotel Symbol.....	33
Figure 3. 2 Organizational Structure.....	43
Figure 4. 1 IHG One Rewards Club Membership Program.....	48
Figure 4. 2 IHG One Rewards Login Account.....	49
Figure 4. 3 IHG One Rewards Club Enrollment Form.....	49
Figure 4. 4 IHG Ambassador Program	51
Figure 4. 5 Royal Ambassador Invitation by Email	52
Figure 4. 6 IHG Loyalty Connect Program.....	52
Figure 4. 7 Royal Ambassador Kit	54
Figure 4. 8 Opera PMS	55
Figure 4. 9 Room Plan Feature in Opera System	56
Figure 4. 10 Traces Feature in Opera System	57
Figure 4. 11 Guest Registration Card	57
Figure 4. 12 Room Key with No Cover	58
Figure 4. 13 Room Package Vouchers.....	59
Figure 4. 14 Ladies Grooming Standard	60
Figure 4. 15 Reports Feature in Opera System.....	62
Figure 4. 16 Transportation Request Reports.....	62
Figure 4. 17 Club InterContinental Lounge	64
Figure 4. 18 Arrival List Reports.....	65
Figure 4. 19 Arrival Summary Reports.....	66
Figure 4. 20 IHG One Rewards Club Arrival Detail Reports	66
Figure 4. 21 Guest Arrival Data Feature in Opera System	69
Figure 4. 22 Guest Reservation Data in Opera System	70
Figure 4. 23 Guest Passport.....	71
Figure 4. 24 Digital Registration Card.....	72
Figure 4. 25 EDC Machine	73
Figure 4. 26 Cardholder Receipt.....	73

Figure 4. 27 Resort Map.....	75
Figure 4. 28 Club King Standard Room	75
Figure 4. 29 Room Key with Cover.....	76
Figure 4. 30 Welcome Letter for Member	76
Figure 4. 31 Resort Credit Receipt Form.....	77
Figure 4. 32 F&B Credit Receipt Form	77
Figure 4. 33 Booklet for Member Guest	77
Figure 4. 34 Check-In Option in Opera System.....	79
Figure 4. 35 Guest Profile Feature in Opera System	80
Figure 4. 36 Guest Docket.....	80



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

LIST OF TABLES

Content	Page
Table 3. 1 Type of Room	36
Table 4. 1 Elite Member Qualifying.....	50
Table 4. 2 Elite Member Bonus Point.....	50
Table 4. 3 IHG One Rewards Club Data.....	68



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

CHAPTER I

INTRODUCTION

A. Background

Tourism is one source of foreign income for almost all countries. All countries in the world always try to maintain and increase the image of tourism with various efforts by the number of tourists visiting every year. Indonesia is one tourist destination. Some tourists want to enjoy the beauty of nature and the cultural richness of both domestic and foreign tourists. Bali is one of the tourist destinations that is well known for its natural beauty and cultural diversity. Many tourist objects support the nature and local wisdom of Balinese culture. The number of tourist visits to Bali being a positive impact on economic progress for Balinese, especially in the area that became the first destination of travel like Jimbaran. The increase of tourist visits to Bali also increases service in tourism, especially in the facilities and infrastructures to support the smoothness of tourism as an accommodation service.

One of the facilities and infrastructures that support and have a crucial role in providing service to tourists is accommodation services such as hotels. Especially in Bali, there are many hotels. Whether in the mountains, central cities, and near the beaches. InterContinental Bali Resort Jimbaran is one of the five-stars hotels located close to the beach and famous with excellent facilities. InterContinental Bali Resort Jimbaran is one hotel with the concept of a resort. It is a luxury brand under the management of IHG (InterContinental Hotel Group) to provide the best service to guests. InterContinental Bali Resort operation has Front Office Department. The

front office is one of the departments in the hotel as a front liner facing the guest directly. The front office is often called the First and the Last Impression of the guest.

In the hotel, there is a check-in process. Those are one of the steps that guests complete the registration process the first time they come to the hotel. This check-in process standard starts at 3.00 pm, and the limit of the check-out process standard is until noon. The check-in process at InterContinental Bali Resort is one of the responsibilities of the front desk staff. In InterContinental Bali Resort Jimbaran, the terms Front Desk Staff are known as Receptionists. All receptionists have to know the Standard Operating Procedure. Receptionists have to give the solution directly to avoid complaints. Guest satisfaction is crucial to create the best impression and keep the guests coming and becoming repeaters and members.

Guests who stay in InterContinental Bali Resort vary like individual guests (Free Individual Travelers), group guests, and member guests. Member guests are Base/Club members, Elite members, Ambassador Elite members, and Royal Ambassadors. The fourth level of membership has its level again in each kind of member level. The Membership of IHG comes from IHG One Rewards. A Royal Ambassador member is a member who has at another highest level and gets an invitation from the IHG base on the loyalty connect program's arrangement that a mandatory web-based application used to facilitate all loyalty-related functions at the hotel. Royal Ambassador is from Spire Ambassador members selected by the membership program. Spire Royal Ambassador identified as a VIP guest. So, the check-in process is also handled by a butler who welcomes and escorts the guest

from the main lobby to Club InterContinental Lounge for completing the registration procedure.

Since COVID-19, almost all hotels in Bali get a drastic decline in the economic sector from the beginning of 2020 to mid-2022. It also hampers tourist travel from several areas to Bali. Lockdown also makes travel activities difficult in several countries. From that case, the hotel management and all employees sought to implement the health protocol standard requirement by the government so that Bali tourism could bounce back to New Normal.

InterContinental Bali Resort also has the certificate of CHSE (Cleanliness, Health, Safety, and Environmental Sustainability). Under these circumstances, the hotel also changed its organizational structure, number of employees, and work procedures. The interest is the change in the check-in system for member guests handled by Club InterContinental staff. Currently, the handling process does by recent front desk staff part (collaboration by some of the sections such as Front Office Administration Staffs, Guest Relations Officers, Concierge, and Front Desk Staffs that before had a job description only in handling guest check-out as a Front Office Cashier Staff) too. All parts of the staff get the same handling duties to take turns under the direction to make work simple and more effective. Therefore, I raised the title “Handling Check-In for Spire Royal Ambassador IHG by Receptionist at Intercontinental Bali Resort Jimbaran.”

B. Problem Statement

Based on the background’s explanation above, the problem statement can be formulated by the writer as follows:

1. What is the procedure for handling check-in for Spire Royal Ambassador by Receptionist at InterContinental Bali Resort Jimbaran?
2. What obstacles when handling check-in for Spire Royal Ambassador by Receptionist at InterContinental Bali Resort Jimbaran?

C. Purpose and Usage of Writing

1. Purpose of Writing

Based on the problems stated above, the purpose of which may be obtained from the procedure of handling check-in for Spire Royal Ambassador by Receptionist at InterContinental Bali Resort Jimbaran, such as the following report:

- a. To explain the procedure of handling check-in for Spire Royal Ambassador by Receptionist at InterContinental Bali Resort Jimbaran.
- b. To know about the obstacles faced by Receptionists when handling check-in for Spire Royal Ambassador by Receptionist at InterContinental Bali Resort Jimbaran.

2. Usage of Writing

Based on the objectives above, the benefit that might be obtained from the procedure of handling check-in for Spire Royal Ambassador by Receptionist at InterContinental Bali Resort Jimbaran, such as follows:

- a. For the Writer
 - 1) Be one of the requirements to complete the education of Diploma 3 majoring in a Hospitality study program at Bali State Polytechnic.
 - 2) This final report can be a good media to get more information about the Front Office Department.

b. For Bali State Polytechnic

- 1) This writing could enrich the source or references about the procedures of handling check-in for Spire Royal Ambassador by Receptionist at InterContinental Bali Resort Jimbaran.

c. For InterContinental Bali Resort Jimbaran

- 1) Be the feedback from all the receptionists in performing their duties, one of them is the procedure of check-in members and finding a solution if there is a problem.

D. Method of Writing

1. Method of Collecting Data

a. Observation

Observation is the method to get some data in handling check-in for Spire Royal Ambassador at InterContinental Bali Resort Jimbaran. In Front Office Department. About how to operate the Opera system at InterContinental Bali Resort Jimbaran, handling check-in for the member, upselling the room, telephone, courtesy both handling the incoming call and house call, giving information about hotel products and facilities, prepare registration and solve the problem according to the Standard Operational Procedure (SOP) of InterContinental Bali Resort Jimbaran.

b. Interview

The interview is recording and collecting entire data with electronic media and note techniques by doing some interviews with staff and managers of Receptionists

who have many experiences and are directly involved in handling member check-in.

c. Literature Review

The literature review is collecting the data based on the book literature or other media such as the internet or other sources like the previous final report that has a relationship with Front Office Department.

2. Technique of Analysis

Data analysis techniques used in preparation in this Final Project Report were a descriptive analysis technique providing a description and describing systematically the data obtained directly at InterContinental Bali Resort Jimbaran and linked with some information obtained from several books. So that, it can be concluded.

3. Technique of Result Analysis

In this case, the methods are formal and informal, whereas the Final Project Report presents words and some examples of pictures.

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

CHAPTER V

CLOSING

A. Conclusion

Based on the discussion in chapter IV, some conclusions that take are as follows:

1. The Procedure of Handling Check-In for Royal Ambassador IHG by Receptionist at InterContinental Bali Resort Jimbaran

There are Preparation Stage, Handling Stage, and Final Stage are as follows:

a. Preparation stage

Some steps have to be done by the receptionist one day before arrival and on the day of the arrival of the VIP Member Guest, such as guest administration, preparing work equipment, and self/grooming preparation to meet the guest's expectations when they arrive at the hotel.

b. Handling stage

Welcome the guest, check guest reservation, ask for the guest's passport, ask the guest to fill out the registration form, take payment, give hotel and service information, double check the room readiness, then approach the butler to escort the guest to room.

c. Final stage

The receptionist will do a few steps as a final phase, such as checking in the guest in the system, completing the guest data in the system, and putting the registration card in the docket.

2. The Obstacle and Solution in Handling Check-In for Spire Royal Ambassador IHG by Receptionist at InterContinental Bali Resort Jimbaran

a. Room upgrade/change request by VIP guest because of early check-in

The problem sometimes happens if the VIP guest comes earlier than the check-in time will be a challenge for Housekeeping. The receptionist will coordinate with Housekeeping Department to give priority and also tries to find another room category based on the guest reservation. So, the receptionist will tell the guest to ask the guest waiting at the Club Lounge. They can enjoy coffee, tea, and some cookies there.

b. Limited staff working

The limited staff makes hotel service operational, not efficient such as many people in the lobby because of the queue for check out, lack of focus, and missing communication between staff. Half of the guests in InterContinental Bali Resort are dissatisfied. Its solutions are to provide employee training, manage the working time in each shift, and find the support employee or team to assist operations.

B. Suggestion

1. Room Upgrade/Change Request by VIP Guest because of Early Check-In

A Receptionist keeps contacting the Royal Ambassador by RAM Operational Mobile Phone, so the Royal Ambassador will be easy to communicate with if there is a change in the arrival time. The receptionist should be more careful when preparing and checking the rooms based on the reservation with care and being

aware of the guest's preferences. The receptionist can minimize misunderstandings and mistakes that happen during the check-in process.

2. Limited Staff Working

A receptionist should build better teamwork to make the operation run well and be more careful when preparing and checking the rooms following the reservation with care, and being aware of the guest preferences can minimize misunderstanding and mistakes during the check-in process.



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

BIBLIOGRAPHY

- Agusnawar. 2004. *Resepsionis Hotel*. Jakarta: Gramedia Pustaka Utama.
- Badan Pusat Statistik Provinsi Riau. 2015. *Pengertian Hotel*.
- Bagyono & Sambodo. 2006. *Dasar-dasar Kantor Depan Hotel*. Yogyakarta: Andi.
- Bagyono. 2012. *Teori dan Praktik Hotel Front Office*. Jakarta: Alfabeta.
- Fadhli, Aulia. 2018. *Manajemen Hotel Syariah*. Yogyakarta: Penerbit Gava Media.
- Faisal. 2017. *Peranan Front Office Dalam Melayani Tamu Check In dan Check Out di Front Office Department Hotel Emerald Garden Medan*. Repositori Institusi- Universitas Sumatera Utara.
- Ira Meirina, Heru Pramudia. 2017. *Hotel Room Division Management*. Jakarta: Kencana.
- Komar, Richard. 2014. *Hotel Management (Manajemen Hotel)*. Jakarta: Gramedia.
- Lianty, F.R., & Anita, J. 2019. *TA: Perancangan Comfy Prime Hotel Bintang Empat Dengan Pendekatan Arsitektur Minimalis Di Bandung. Doctoral Dissertation*. Institut Teknologi Nasional Bandung.
- Murni, Ni Gusti Nyoman Suci & Ruki, Made. 2017. *Buku Ajar Reception*. Denpasar: Swasta Nulus.
- Martopo Arso & Soegiyanto. 2004. *Penanganan Muatan*. Politeknik Ilmu Pelayaran Semarang, Semarang.
- Merlinda, M. 2015. *Penanganan Dan Perlindungan Hukum Terhadap Korban Tindak Pidana Kekerasan Dalam Rumah Tangga (Kdrt) Di Indonesia Dan India. Doctoral Dissertation*. Universitas Internasional Batam. [Online] Available at: [Http://Repository.Uib.Ac.Id/320/6/S-1151027-Chapter2.Pdf](http://Repository.Uib.Ac.Id/320/6/S-1151027-Chapter2.Pdf) [Accessed 17th May 2022].
- Orbani, Ludfi. 2017. *Housekeeping Passport Dasar*. Yogyakarta: Andi
- Prakoso, P. A. (2017). *Front Office Praktis Administrasi Dan Prosedur Kerja* Yogyakarta: Gava Media.
- Suwithi, Ni Wayan. 2008. *Akomodasi Perhotelan untuk SMK Jilid I*. Jakarta: Direktorat Pembinaan Sekolah Menengah Kejuruan.
- Sujatono, Bambang. 2006. *Hotel Courtesy*. Yogyakarta: Andi.
- Soenarno, Adi. 2006. *Front Office Management*. Yogyakarta: Andi.

Sulastiyono, A. (2011). *Manajemen Penyelenggaraan Hotel*. Bandung: Alfabeta.

_____.2022. <https://www.merriam-webster.com/dictionary/membership>. search on July 19th



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI