

CHAPTER I

INTRODUCTION

1.1 Reason for Choosing the Title

The human resource which give energy ,talent, creativity and effort is very important in an organization . However the other resource must be owned by a business, for example capital, raw material and technology will support effectively and efficiently to reach the purpose of the business.

Development in the service is getting faster, and faster nowadays. It need the employee to their work fast . Beside that the hotel business is a main facility . The facility performs accommodation areas such as receptionist and Food and Beverage service . This accommodation is really needed by guest. Hotel service should give satisfaction to the guests. Welcoming guest and receiving telephone are requirements to increase good service in Spondol Indah Hotel Semarang .

The good ethics of welcoming guests will give satisfaction to the guest . Dissatisfaction of guests will give bad impression .

Based on the reason above the writer give a title “ The Ethics of Front Office Personnel at Spondol Indah Semarang” .

1.2 Statement of the Problem

In arranging this paper to help the reader understand clearly, the writer states the problem on :

What are the ethics of front office personnel at Spondol Indah Hotel Semarang ?

1.3 Objective of the Study

This study aims at describing the ethics of front office at Spondol Indah Hotel Semarang .

1.4 Significance of the Study

The significances of the study are :

1. For the writer

As knowledge especially the ethics of front office at Spondol Indah Hotel Semarang.

2. For Institution (Spondol Indah Hotel)

a. As an input for Spondol Indah Hotel Semarang especially in performing the ethics of front office personnel .

b. To support , modify and develop the knowledge of the study about the ethics of front office personnel.

3. For the university (Dian Nuswantoro University)

As a reference for the student of Dian Nuswantoro University to search the related problem .

