CHAPTER III
DISCUSSION

3.1 Kusuma Sahid Prince Hotel

3.1.1 About Kusuma Sahid Prince Hotel

Kusuma Sahid Prince Hotel is one of the five-star hotels in Surakarta. This hotel is a part of Sahid Group owned by Sukamdani Sahid Gitrosardjono. There are two hotels from Sahid Group in Surakarta: Kusuma Sahid Prince Hotel and Sahid Jaya Hotel. Both of these hotels are very different. The difference is in the management of each hotel. Kusuma Sahid Prince Hotel uses traditional concept, whereas Sahid Jaya Hotel is more modern than Kusuma Sahid Prince Hotel.

Kusuma Sahid Prince Hotel is a unique hotel because of its concept. It incorporates Javanese culture in the hotel concept. This hotel is a historical place since it was a residence of Prince Kusumoyudho, the son of Pakubuwono X. It was renovated in 1909 by Kanjeng Pangeran Hadiwijoyo with the architectural designs of the mix between Javanese and Dutch architectures.

Lots of tourists from many countries are attracted to stay in Kusuma Sahid Prince Hotel because this hotel provides different experience than the other hotels. The tourists can enjoy the Javanese hospitality, Javanese atmosphere by Gamelan performance (Javanese traditional instrument), Javanese cuisine which is available in the restaurant, and the tour to Indra Loka Royal Suite, which in the past was the Prince room, to see a unique wardrobe and a secret tunnel. All of these characteristics will attract lots of tourists to stay in Kusuma Sahid Prince Hotel.

3.1.2 LOCATION

Kusuma Sahid Prince Hotel is located at Jl. Sugiyopranoto 20 Solo. It is a strategic location adjacent to the shopping area, office, banks, and easy access to all parts of the city. It lies near Mangkunegaran Palace and many tourist destinations such as Klewer traditional market, Pusat Grosir Solo (PGS), Triwindu market, Ngarsopuro, etc. It only takes 15 minutes to main Balapan Station and 30 minutes to Adisumarmo Airport.
3.1.3 SPECIAL FEATURES

As a five-star hotel, this hotel has many facilities and services, they are:

A. 101 Guest Rooms
   a. Indra Loka Royal Suite : 1 room
   b. Prince Suite : 6 rooms
   c. Luxury : 2 rooms
   d. Executive Suite : 13 rooms
   e. Superior : 25 rooms
   f. Cabanas : 18 rooms
   g. Moderate : 36 rooms

Each room has many facilities, they are self control Air Condition, satelite television, telephone, mini bar, tea/coffee making, bath room amenities, hair dryer, cold and hot water, and internet connection.

There is one special room in this hotel, that is Indra Loka Royal Suite. In the past, this room was the Prince’s bedroom. This place has 8 rooms, they are 2 main bedrooms (Mawar and Melati rooms), 2 small rooms (Kenanga 1 & Kenanga 2), 2 family rooms, 1 dining room, and 1 working room. The main bedrooms are equipped with door leaves for entrance and exit, and the doors are designed with the shape of wardrobe with enough space between the doors for two persons to hide.

B. Meeting Room

There are several meeting rooms which are provided in Kusuma Sahid Prince Hotel. From room for public meeting room until private meeting room.

   a. Tirtasari Room
      ✓ Dimension (Sq M) : 228 sq.m
      ✓ Theatre Style : 400 seats
      ✓ Classroom Style : 200 seats
      ✓ U Shape Style : 150 seats
      ✓ Standing Party Style : 200 persons

   b. Pantiarjo Room
<table>
<thead>
<tr>
<th>Room</th>
<th>Dimension (Sq M)</th>
<th>Theatre Style</th>
<th>Classroom Style</th>
<th>U Shape Style</th>
<th>Standing Party Style</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sriwedari Room</td>
<td>198 sq.m</td>
<td>150 seats</td>
<td>100 seats</td>
<td>60 seats</td>
<td>100 persons</td>
</tr>
<tr>
<td>Wijaya Kusuma Room</td>
<td>234 sq.m</td>
<td>150 seats</td>
<td>100 seats</td>
<td>60 seats</td>
<td>100 persons</td>
</tr>
<tr>
<td>Dewandaru Room</td>
<td>90 sq.m</td>
<td>60 seats</td>
<td>40 seats</td>
<td>40 seats</td>
<td></td>
</tr>
<tr>
<td>Dewandaru Room</td>
<td>52.8 sq.m</td>
<td>40 seats</td>
<td>25 seats</td>
<td>25 seats</td>
<td></td>
</tr>
</tbody>
</table>

Besides that, there are the other meeting rooms. Sometimes these rooms are used for private meeting. They are Anggrek Lounge, Teratai Room, and Cempaka Room.

C. Room & Beverage Outlets

a. Gambir Sekethi Restaurant
   This restaurant open 24 hours. It serves Oriental, Javanese and European Cuisines.

b. Madugondo bar
It offers excellent beverages both cocktail and mocktail. There is live music every Tuesday, Wednesday, and Thursday at 9:00 p.m. to 12:00 p.m.

c. Tirtasari Pool Corner
   It is located near swimming pool.

D. Laundry & Dry Cleaning
   It opens daily at 6:00 a.m. to 6:00 p.m. It serves man and woman clothes, wedding gown and party, suite and coat, blanket sheet, bed cover, drapery, vitrage, doll/puppet, and carpet.

   Beside those services and facilities, there are the other one. They are 24 hours room service, swimming pool, fitness center, taxi counter, beauty salon, drug store, car rental, shopping arcade, business center, and parking area.

3.2 The Kinds of Jobs at Front Office Department which Need English

   English is a worldwide language which important in hospitality industry, especially in the Front Office Department. As a part of hospitality industry, the Front Office has a duty to welcome guests whether they are domestic or abroad. Communication is the best way to know the guests need. For foreign guests, English is the right language to communicate.

   There are several work fields in Front Office which need english to communicate with foreign guests, they are:

3.2.1 Receptionist

   A receptionist is an employee who is responsible for helping guest registration and serving the guest friendly. The duties of receptionist are:

   - To greet and to assist visitors.
   - To handle questions about the hotel or to offer brochures with hotel information.
   - To log all wake-up call requests and to perform wake-up call service.
   - To answer the phones and to transfer the calls to the appropriate employees.
   - To take message and to make sure they get to the appropriate employees.
- To handle reservation calls when the reservation staff is busy.
- To accept and to sign for packages and distribute mail.
- To handle the guests when they are check in or check out.
- To make a report of the guest in house and foreign guest to the police everyday.
- To give information about room and guest to house keeping, security, engineering, laundry and F&B.
- To write all important activities in the log book in order to be folowed by the other receptionist.
- To make a report about telephone, fax, and photocopy in the early of the month.

3.2.2 Guest Relation Officer (GRO)

A guest Relation Officer is one of the position in Front Office which functions as a mediator between guests and hotel. Guest Relation Officer duties are:

- To welcome guest friendly.
- To assist the guests with escort them to receptionist or meeting room.
- To offer guests something to drink.
- To read log book everyday.
- To check list of today expected arrival guest.
- To make welcome and apologize letters for guests.
- To make VIP daily list.
- To prepare VIP complimentary order (fruit basket and flower).
- To show room to guest.
- To check the room before the guest arrives.
- To ensure that all amenities, such as television, telephone, or water are operating properly.
- To help the guest to use business center.

3.2.3 Bellboy

A bellboy is an employee who will assist guests in the first arrival until they check-out. Bellboy duties are:
- To carry guest’s luggage to their rooms.
- To check the room before the guest arrives.
- To help the guest to luggage down.
- To manage the drivers, newspaper in every place, etc.
- To help the guest to open the door if there is problem with the key.
- To be responsible in concierge area.
- To escort the guest to the room.

### 3.2.4 Telephone Operator

A telephone operator is an employee who responsible for handling telephone from outside or inside the hotel. Telephone Operator duties are:
- To answer incoming calls.
- To call guest room, staff, or departments directly through PABX system.
- To provide information about hotel services to guests.
- To understand the telephone operator system or PABX operations.
- To know what action to take when an emergency call is required.
- To help hotel staff to make outgoing calls.
- To distribute calls to appropriate department.
- To memorize all telephone numbering.

### 3.2.5 Reservation

A reservation is a division that responsible to arrange the room as guest’s request. The duties of reservation are:
- To process reservation by mail, telephone, fax, or central reservation systems referral.
- To process reservation from the sales office, other hotel departments, and travel agents.
- To know the type of room available as well as their location and layout.
- To know the selling status, rates, and benefits of all packages plans.
- To create and to maintain reservation records by date arrival and alphabetical listing.
- To communicate reservation information to the front desk.
- To process cancellations and modifications and promptly to relay this information to the front desk.

3.3 The Quality of English Used for Each Job in Front Office Department

The quality of English can be measured from the skill of speaking, reading, writing, and listening. These four language skills are the best combination to produce a good quality of English. In the hospitality field, English is needed for each employee to give the best service to the guests. For this discussion, the writer made an observation in Kusuma Sahid Prince Hotel about the quality of English used in the hotel especially in the Front Office Department. Here are the results.

3.3.1 Receptionist

According to my observation in Kusuma Sahid Prince Hotel, the quality of English in the receptionist division is quite good. It is influenced by the educational background of the receptionists. There are five receptionists in Kusuma Sahid Prince Hotel. Most of them are graduated from hospitality school, but there is also one receptionist from English Diploma Program. Automatically, all of them had been receiving English lesson in their education. That is why they have a good English quality. It is shown when they served the foreign guests. They could handle it and satisfy the guests. Therefore, educational background is the significant factor not only for deciding the quality of English, but also for increasing the quality of work. Indirectly, it influences the hotel service and quality.

3.3.2 Guest Relation Officer (GRO)

In the Front Office Department, a Guest Relation Officer is responsible for serving the guests from the arrival until check-out. The guest Relation Officer must be friendly to all guests. Besides, the English skill is also needed in this division because they serve the guest directly. According to the writer observation, the employees in GRO division are friendly to all guests, but their English skill is very bad. It can be seen from my observation when the GRO staff served the foreign guests directly. She met many difficulties in serving the guests especially in communication. Even, she often misunderstand about the guest’s
need. Finally, she asked for help from trainees or receptionists. It can be concluded that the GRO in Kusuma Sahid Prince Hotel is not professional, because the education background of the GRO staff is only high school graduate.

3.3.3 Bellboy

The main duty of a Bellboy is to carry the guest’s luggage to the room. According to the duty, the Bellboy doesn’t really need a lot of communication with the guests. The Bellboy only uses English language to greet guests. They don’t talk too much to the guests. They only do what the guests orders. According to the writer’s observation in Kusuma Sahid Prince Hotel, the bellboys can understand the order of the guests, especially the foreign guests. It shows that the bellboy’s listening skill is good enough. The writer thinks that it would be better if the bellboys develop their English with other English skills, such as speaking skill.

3.3.4 Telephone Operator

A telephone operator must have good English especially in speaking and listening skill. It is related to their duty that always give information by telephone. They have to speak loud and clear in order to be understood by the guests. Besides, they also must have a lot of information about hotel, tourist destination, and many more. According to the writer’s observation, the English quality of the telephone operators in Kusuma Sahid Prince Hotel is good. They can speak English very well on the telephone, so fluent and clear.

3.3.5 Reservation

Beside all of the division above, there is also a reservation division in Kusuma Sahid Prince Hotel. The reservation can be done by telephone or email. So that, the reservation staff should have good English skill, not only speaking skill but also reading skill. In Kusuma Sahid Prince Hotel, the reservation staff had been using English very well to handle the reservation by telephone or email. In addition, the reservation division also handle complaint from guests. For example, the reservation staff got an email from Malaysian guest reported about the unfriendly waitress in the hotel restaurant. The guest wrote it in English. The
reservation staff can understand the complaint and sent an apologize letter to the guest.