

ABSTRACT

Front office have an important role in handling guests who will check in at a hotel, each hotel certainly has its own standard procedures in handling the guest registration process and the services provided are certainly the best. One of the tasks of this section is to check-in. At the time of going to check-in process, registration is the first step guests will stay at a hotel. The difference in the registration process carried out by two different resorts makes the writer interested in conducting this research. And the purpose of this study is to determine the differences in the registration process at Bintan Lagoon Resort and Nirwana Gardens Resort. The method used in this study is a comparative study by comparing the registration process carried out at the two resorts and qualitatively descriptive by collecting, analyzing, and presenting data in a description. Data collection techniques carried out by observation of the registration process by guests, interviews with the Bintan Lagoon Resort and Nirwana Gardens Resort. The results of this study are presenting the registration process at Bintan Lagoon Resort and Nirwana Gardens Resort regarding the process of registering individual and group guests, discussing the differences made during individual guest registrations and group guest registrations that occur at Bintan Lagoon Resort, the differences made during guest registrations individual and group guest registration that takes place at Nirwana Gardens Resort. The registration process starts from the guest pick-up at the ferry terminal, including Bandar Bintan Telani (BBT), Mozaic ferry, and Tanjung Pinang. Researchers also present workflows in the pickup process until guests arrive at the hotel and workflows from the registration stages.

Keyword : the difference of registration, process registration individual, process registration group.