

Ferdinand Lamberthus, 2020, *PERAN TELEPON OPERATOR TERHADAP PELAYANAN TAMU DI HOTEL FAIRFIELD BY MARRIOTT SURABAYA*. Tugas Akhir ini di bawah bimbingan Dian Yulie Reindrawati S.Sos., MM, PhD. Program Studi D3 Manajemen Perhotelan, Fakultas Vokasi, Universitas Airlangga.

ABSTRAK

Telepon operator merupakan salah satu bagian dari Front Office Departemen yang bertugas dalam memberikan pelayanan melalui telepon. Seperti pemberian informasi hotel kepada tamu, menghandle complain, serta menjadi penghubung antar departemen di hotel. Tujuan tugas akhir ini adalah untuk mengetahui upaya penanganan telepon operator dalam penerimaan tamu. Hasil dari tugas akhir ini adalah mengetahui upaya telepon operator di hotel fairfield by Marriott Surabaya dalam menangani tamu melalui telepon, serta bertugas dalam menjual produk dan jasa yang disediakan Hotel Fairfield by Marriott Surabaya, terbukti dengan meningkatnya occupancy hotel serta dikenalnya Hotel Fairfield by Marriott Surabaya oleh masyarakat terutama para pebisnis yang melakukan perjalanan bisnis.

Kata kunci : Hotel Fairfield, Front Office Departemen, Penanganan Telepon Operator

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ABSTRACT

Telephone operators are part of the Front Office Department that is in charge of providing services by telephone. Such as providing hotel information to guests, handling complaints, and liaising between departments in the hotel. The purpose of this thesis is to determine the operator's telephone handling efforts in reception. The result of this thesis is knowing the telephone operator's efforts at the Fairfield by Marriot Surabaya hotel in handling guests by telephone, in charge of selling provided by the Fairfield by Marriot Surabaya Hotel, as evidenced by the increase in hotel occupancy and the familiar Fairfield by Marriot Surabaya Hotel by society, especially business people who travel on business.

Keywords : Fairfield Hotels, Front Office Departments, Telephone Operator Handling