The roles of telephone operator section at Sahid Raya Hotel
Solo

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University

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MOTTO

Optimism is the faith that leads to achievement.

Nothing can be done without hope and confidence. (Helen Keller)

You must first be who you really are, then do what you need to do,

In order to have what you want. (Margaret Young)
DEDICATION

I gratefully dedicated this final project to:

ALLAH SWT

My beloved parents

My sisters and brothers

All my family
PREFACE

The writer would like to say thanks to all persons who have supported the writer in finishing this final project entitled “The Roles of Telephone Operator Section at Sahid Raya Hotel Solo”.

The writer is interested in discussing Front Office Departments in Sahid Raya Hotel Solo especially Telephone Operator section. It is one of sections in Front Office Department, which gives big contribution to the hotel.

Through this final project, the writer wants to describe the roles and the weaknesses of Telephone Operator Section at Sahid Raya Hotel Solo and also the efforts of Sahid Raya Hotel Solo in Improving Service Quality.

Finally, the writer hopes this report will be beneficial for everyone.

Surakarta, June 2007

Rahajeng Putriyanti Widowati
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Finally, I would only say thanks for all people who have not been mentioned here that help and support me in finishing this report. I realize that this report is far from being perfect. However, I expect this report will be able to give beneficial for all readers.

Surakarta, June 2007

Rahajeng Putriyanti Widowati
ABSTRACT

Rahajeng Putriyanti Widowati. 2007. The Roles Of Telephone Operator Section At Sahid Raya Hotel Solo. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

Hotel is a service industry, which has some departments. One of the departments is Front Office Departments. It is the most important department in a hotel industry. It is divided into many sections such as Reception, Reservation, Guest Relation Officer, Telephone Operator, and Concierge. Each section has an important role in Front Office Department. One of the important sections is Telephone Operator.

This report describes the roles of Telephone Operator Section at Sahid Raya Hotel Solo. The basic roles are: operating the switchboard, answering and handling the telephone, providing services information, handling morning and wake up call, handling paging, and providing message services.

However during job training, the writer still found several weaknesses of Telephone Operator Section there. The weaknesses are the poor condition of telephone switchboard, the cleanliness of telephone switchboard, the poor condition of office, the poor condition of staffs, and the poor foreign language ability of officers. However, Sahid Raya Hotel Solo has efforts to improve service quality. The efforts are: Sahid Raya Hotel Solo holds the training for the staffs twice in a month, it has also tried to improve disciplines among the staff through several regulations, and the last effort is that Sahid Raya Hotel Solo tries to improve the cleanliness.

In conclusion, Sahid Raya Hotel Solo still needs many improvements so that it can give a better service to reach guests’ satisfaction.
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CHAPTER I
INTRODUCTION

A. Background

Hotel is a tourism sector that can increase Indonesia’s income. It is a service industry that provides accommodation, food and beverage and other services to the visitors. The visitors come from domestic and foreign tourists. They will stay in hotel when having recreation, journey, business, or other purposes.

A hotel industry must be able to give a good service to tourists as its guests in order to make the guests feel comfortable and satisfied by the services. Due to the reason, it needs cooperation with all departments of the hotel. Those departments are Front Office Department, Food and Beverage Department, Housekeeping Department, Laundry Department, Marketing Department, Accounting Department, Human Resources Department, and Engineering Department. Each of those departments has an important role in a hotel industry.

The most important department is Front Office Department. Front Office Department is one of hotel departments that is a center of activity in a hotel operation. Front Office Department is one of the first (and often last) point of contact with a hotel guest. It plays a big role in the hotel. The Front Office Department manages in or out flow of guests on a daily basis.

It is often called the “hub” or “command center” of the rooms division because so much informations are funneled through it. The Front Office Department is the logical point of contact for the dissemination of information for guests and other hotel employees.

In Sahid Raya Hotel Solo, Front office department is divided into many sections. They are reservation, reception, guest relation officer, telephone operator, and concierge. One of the sections in Front Office Department is Telephone Operator. Basically, Telephone Operator is a section of Front Office Department, which has responsibility to handle incoming and outgoing calls. Besides, Telephone Operator still has many duties and responsibilities in hotel, such as operating the telephone main switchboard and handling telephone from incoming call, staff call, and guest room call, providing hotel information and servicing to guests and callers, taking guests messages, handling wake up call and providing paging request. The job can not go successfully without Telephone Operator. Therefore, Telephone Operator must be able to operate the duty quickly, friendly, and politely. He or she needs the equipment to support the job, such as telephone switchboard, computer, notes, DVD player, and message form.
The writer wants to describe the roles of Telephone Operator section in Sahid Raya Hotel Solo. The writer had to do job training in the Front Office Department at Sahid Raya Hotel Solo for 3 months to get information. Sahid Raya Hotel Solo is one of the four-star hotels in Solo City.

It is located in the center of Solo City. The place is so strategic. It is near Balapan railway station and Tirtonadi bus station. Its location causes this hotel has good occupancy. There are many visitors with different purposes who come and stay in this hotel.

Because of that, The writer made decision to have the job training in Sahid Raya Hotel Solo. The writer is interested in discussing the telephone operator section in handling the telephone and switchboard by doing an observation at the Front Office Department of Sahid Raya Hotel Solo.

B. Objectives

The objectives of this final project are:

1. to describe the Roles of Telephone Operator Section at Sahid Raya Hotel Solo.
2. to describe the weaknesses of Telephone Operator at Sahid Raya Hotel Solo.
3. to describe the Effort of Sahid Raya Hotel Solo in Improving Service Quality.

C. Benefits

The benefits of this final project as follows.

1. To the hotel

The report can help the hotel to improve the service quality in Sahid Raya Hotel Solo.
2. To the readers

This final project may become references for the readers to know about the roles of Front Office Department especially Telephone Operator Section in Sahid Raya Hotel Solo.
CHAPTER II
LITERATURE REVIEW

Hotel

1. Definitions of Hotel

Trizno Tarmoezi & Heldin Manurung in their books Professional Hotel Front Liner (HOTEL FRONT OFFICE) mention that hotel is a building that is used for the lodging place with commercial purposes and provides the service to the guests professionally, includes food and beverage and other facilities. “hotel adalah sebuah gedung yang digunakan untuk tempat penginapan dengan tujuan komersil dan menyediakan jasa pelayanan secara profesional bagi para tamu termasuk penyediaan makanan, minuman dan fasilitas lainnya” (Trizno Tarmoezi & Heldin Manurung, 2000:1).

While Agustinus Darsono in his book Kantor Depan (front Office) says that hotel is a building which provides room for the guests to spend the night, enjoy food and beverage, and other facilities which are needed, it is run in professional way to get benefit. "hotel adalah bentuk bangunan yang menyediakan kamar untuk menginap para tamu, makanan dan minuman, serta fasilitas-fasilitas lain yang diperlukan, dan dikelola secara profesional untuk mendapatkan keuntungan” (in Rumeiko, 2001:2).
From the statements above the writer concludes that hotel is one of accommodations that provides room, food, beverage, and other facilities to the guests with satisfied services and commercial purposes.

2. **Types of Hotel / Classification of Hotel**

   According to Endar Sugiarto & Sri Sulartiningrum in their books *Pengantar Akomodasi dan Restoran* (1996), types of hotel is divided into: hotel plan usage, hotel size and number of rooms, hotel location, number of stars, and length of guests’ stay.

   **a. Hotel Plan Usage**

   1. European Plan Hotels (EP): hotel with fixed rates applied to room sales only.


   3. American Plan (AP) is classified into:
      - Modified American Plan Hotels (MAP): hotel with fixed rates applied to room rates and two meals (breakfast and lunch or breakfast and dinner).
      - Full American Hotel Plan (FAP): hotel with fixed rates applied to room rates and three meals (breakfast, lunch, and dinner).

b. Hotel Size and Number of Rooms
   1. Small Hotel, that is hotel having less than 150 rooms.
   2. Medium Hotel is classified into:
      - Average Hotel, that is hotel having 150 – 299 rooms.
      - Above Average Hotel, that is hotel having 300 – 600 rooms.
   3. Large Hotel, that is hotel having minimum 600 rooms.

c. Hotel Location
   1. City Hotel: hotel that is located in city area, and most of guests come with business purposes.
   2. Resort Hotel: hotel that is located in resort area, and most of guests come with recreation and pleasure purposes.
   3. Suburb Hotel: hotel that is located in suburban.
   4. Urban Hotel: hotel that is located in village and far from big city.
   5. Airport Hotel: hotel that is located in a building complex or harbor or airport area.

d. Hotel Classification based on Number of Stars
   1. One-Star Hotel (*): Standard room quantity, at least 15 rooms
      Inside bathroom
      Wide of standard room, at least 20 m²
   2. Two-Star Hotel (**): Standard room quantity, at least 20 rooms
      Suite room, at least 1 room
Inside bathroom
Wide of standard room, at least 22 m$^2$
Wide of suite room, at least 44 m$^2$

3. Three-Star Hotel (***): Standard room quantity, at least 30 rooms
   Suite room, at least 2 rooms
   Inside bathroom
   Wide of standard room, at least 24 m$^2$
   Wide of suite room, at least 48 m$^2$

4. Four-Star Hotel (****): Standard room quantity, at least 50 rooms
   Quantity of suite room, at least 3 rooms
   Inside bathroom
   Wide of standard room, at least 24 m$^2$
   Wide of suite room, at least 48 m$^2$

5. Five-Star Hotel (*****): Standard room quantity, at least 100 rooms
   Quantity of suite room, at least 4 rooms
   Inside bathroom
   Wide of standard room, at least 26 m$^2$
   Wide of suite room, at least 52 m$^2$

c. Hotel Classification based on Length of Guests’ Stay

1. Transit Hotel: type of hotel in which the guests stay only for one night or short time.
2. Semi Residential Hotel: type of hotel in which the guests stay more than one night, approximately two weeks.

3. Residential Hotel: type of hotel in which the guests stay for long period, approximately one month.

Front Office Department

1. Definitions of Front Office Department

Based on Jerome J Vallen in his book titled Check in – Check out, Principles of Effective Front Management, “Front Office Department is indeed the heart and the hub and the nerve center of guest activity” (in Endar Sugianto, 2000:2).

While Agusnawar in his book Resepsionis Hotel explains that Front Office is one of hotel departments that operationally relates to the guests. “Kantor Depan adalah salah satu kantor departemen di hotel yang secara operasional berhubungan langsung dengan tamu” (Agusnawar, 2004:1).

From those statements above, it can be concluded that Front Office Department is one of departments in hotel having responsibility for greeting guests, managing rooms, and handling complaints. Mostly, the impression of the hotel is based on the service that is given by Front Office staff.

2. The Roles of Front Office Department
Front Office Department has important roles in daily hotel operation. According to Endar Sugiarto (2000), the roles of Front Office are: management representative, sales person, information giver, record keeper, diplomatic agent, problem solver, public relation agent, and service coordinator.

a. Management Representative
   In certain conditions, Front Office Department can function as a management representative to handle certain problems that occur outside the working hours.

b. Sales Person
   Front office officers should have salesmanship to raise the hotel’s income.

c. Information Giver
   All of the Front Office officers should be able to give clear and correct information about hotel’s facilities and products.

d. Record Keeper
   Front office department is the source and the center of a data keeper in daily activity of a hotel.

e. Diplomatic Agent
   Front Office officer should be able to keep good relationship with many sides that relate to the hotel matters.

f. Problem Solver
   Sometimes the guests complain about hotel services to the Front Office, so Front Office officer should solve the problem quickly although the problem is out of their competence.

g. Public Relation Agent
   Front Office officers should be active in making good relationship with all the guests and building good hotel image.

h. Service Coordinator
Front office also functions as the place to coordinate all the hotel services, information, and activities of other departments.

**Telephone Operator Section**

1. **Definition of Telephone Operator Section**

   Based on [http://www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk), “Telephone Operators, also known as switchboard operators or telephonists, are the first point of contact for callers to an organisation. They answer incoming calls, direct callers to the appropriate person or department, and connect outgoing calls, where internal staff have difficulties in obtaining a number”.

   As stated in [http://www.thefreedictionary.com](http://www.thefreedictionary.com), “Telephone Operator is someone who helps callers get the person they are calling”. The synonym of Telephone Operator is telephonist and switchboard operator.

   **From the statement above, it can be concluded that Telephone Operator is one of sections in Front Office Department that has responsibility to connect and answer the telephone from incoming calls, staff calls, and guest room calls.**

2. **The Basic Knowledge of Telephone Operator Section**

   Telephone and switchboard is the most important equipment that is used for telephone operator to connect and assist the guests in making
telephone calls and information. Telephone operator can not work successfully without the telephone and switchboard.

Telephone Operator should have the basic knowledge, such as:

- Extension number of hotel
- Staff name in each departments
- Room rates
- Room condition
- Facilities
- Hotel information
- Guest name list
- Courtesy in telephone operator section
CHAPTER III

DISCUSSION

A. General Description of Sahid Raya Hotel Solo

1. The History of Sahid Raya Hotel Solo

Firstly, the name of Sahid Raya Hotel Solo was Sahid Sala Hotel. Sahid Sala was the pioneer of all the Sahid Hotel link in Indonesia. It was built by Sahid Group which had been operating for about fifteen hotels spreading around Indonesia. The owner of Sahid Group is Mr. Sukamdani S. Gitosardjono and his wife Mrs. Juliah Sukamdani. Mr. Sukamdani S. Gitosardjono started to build a hotel in Solo from 1963 until 1965. Finally, a quite big hotel was established and officially declared in July 8th 1965 with Sahid Sala Hotel as its name. Thirty years later exactly in 1995, it was renovated to follow the movement of time and the name was changed into Sahid Raya Hotel Solo. It becomes four-star hotel and it adds more room and facilities to serve the guests.

2. The Location of Sahid Raya Hotel Solo

Sahid Raya Hotel Solo is located on JL. Gajah Mada 82 Solo 57132. The place is located in the centre of Solo City. The hotel offers easy access to
all parts of the city. It only needs 20 minutes to go to Adi Sumarmo Airport, 3 minutes to go to Balapan Railway Station, and five minutes to go to Tirtonadi Bus Station. The guest who wants to enjoy culture inheritance and historical building of Solo can visit Mangkunegaran Palace or Kasunanan Palace. It is only 400 meters from Sahid Raya Hotel Solo to go to Mangkunegaran Palace and it also takes only 10 minutes to go to Kasunanan Palace.

Kasunanan Palace Solo is adjacent to shopping area, for example Klewer Market, the biggest centre of batik market in Central Java, which takes only 10 minutes from hotel. Tourist who wants to look for antiques can visit Triwindu Antique Market. It is only 1 kilometers from Sahid Raya Hotel Solo.

Sahid Raya Hotel Solo is easy to reach from tourist resorts area around Solo. Tawangmangu tourist resort, which lies on the slope of Lawu Mountain, is only 40 kilometers from hotel. Sukuh Temple is located under Tawangmangu tourist resort. Here, tourist can enjoy the scenery of Solo. This strategic location makes Sahid Raya Hotel Solo become the first choice for those who want to enjoy their visit in solo.

3. **Facilities in Sahid Raya Hotel Solo**

a. **Rooms**

   Sahid Raya Hotel Solo consists of 11 floors and it has 140 rooms.

   The rooms are divided into four types; they are:
Superior : 96 rooms
Deluxe : 20 rooms
Executive Suite : 23 rooms
Presidential Suite : 1 room

Each room is completed with modern facilities including air conditioner, television, telephone, coffee and tea maker, mini bar, and bathrooms with bath / shower combination.

b. Food and Beverage Facilities
Sahid Raya Hotel Solo has food and beverage facilities.

24 hour Room Service
It is ready to serve the guests who want to order food and drink in room. List of menu is available in each room. The guests can make their choice then order it to room service by phone.

Ratu Ratih Coffee Shop and Restaurant
It serves many kinds of menu from Continental, Oriental, and Indonesian food. It offers daily special menu, such as : Monday (Rawon Dengkul), Tuesday (Nasi Liwet Sahid), Wednesday (Sate Buntel), Thursday (Ayam Panggang Taliwang), Friday (Nasi Timbel), Saturday (Ulam Sari), and Sunday (Sup Konro). It is located on the first floor and opens 24 hours. Pastry
shop is also available in this Restaurant, which offers many kinds of cakes and pastries.

Sekar Jagad Pub
It is located on the first floor. It offers Karaoke TV at 6 PM – 9 PM and Live Music at 9 PM – 12 AM. Sekar Jagad Pub serves many kinds of beverage orders both alcohol and non-alcohol drinks. It is a perfect place to enjoy live music while relaxing. A good live music, pleasant service, and great bartender make this pub become the right place to relax.

c. Banquet and Conference Facilities
Pedan Ball Room
It is the biggest meeting room which is located on the third floor.
Dimension : 18 m x 18 m x 8 m
Capacities :  Class room  225 seats
             Theatre      400 seats
             Restaurant  225 seats
             Cocktail    600 pers

Sukoharjo Function Room
It is located on the first floor.
Dimension : 21 m x 11 m x 2,75 m
Capacities:

- Class room: 130 seats
- Theatre: 200 seats
- Restaurant: 120 seats
- Cocktail: 225 persons

Langen Harjo Executive Lounge

It is located on the ninth floor which is used for holding a business meeting.

d. Other Hotel Facilities

- Shuttle service From – To Airport, Railway Station and Bus Terminal
- Gajah Mungkur Swimming Pool
- Fitness Centre
- Melati Salon
- Some day Laundry and Dry Cleaning
- Non smoking floor available
- Safe Deposit Boxes
- Javanese Orchestra
- Taxi Counter
- House Doctor
- Baby Sitter upon requested
- Business Centre
- Drugstore
- Art Shop
B. The Activities during The Job Training

The writer had done on the job training for about three months in Sahid Raya Hotel Solo. The job training began on February 1st, 2007 and ended on April 30th, 2007. In this chance, the writer chose Front Office Department as a Telephone Operator. She had done many activities there, such as answering the incoming calls with the standard greeting in Sahid Raya Hotel Solo, connecting the outgoing calls from the hotel, giving information about the hotel, and printing out the bills from room calls.

The writer also helped the receptionist handle the guests request and gave the report to Housekeeping Department when the check in or check out process had finished. Besides, the writer assisted the Guest Relation Officer to prepare the breakfast coupon and welcome letters. In addition, the writer also helped the staff hotel or guests who want to photocopy. Those all are the activities that the writer had done during her job training in Sahid Raya Hotel Solo.
C. Front Office Department of Sahid Raya Hotel Solo

The Front Office of Sahid Raya Hotel Solo is led by Front Office Manager. It is divided into many sections based on their duties and responsibilities, such as Reservation and Telephone Operator, Reception, Guest Relation Officer (GRO), and Concierge. Front Office Officers at Sahid Raya Hotel Solo work five days, 40 hours a week and get one day off. They get one hour for resting time during their working day. The Front Office Officers have to read the message in Log Book before they start working.

Front Office Department of Sahid Raya Hotel Solo is divided into:

a. Front Office Manager

The Front Office Manager works on Monday – Saturday at 8 AM until 6 PM and gets one day off on Sunday. The Front Office Manager is responsible for all duties of the front desk operation, which include staff training, inter-department communication, and staff scheduling. He also has to give the report to the General Manager.

b. Reception

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Receptionists are responsible in handling check in and check out of the guests efficiently, attentively, and full of hospitality. They also have to give information about hotel facilities and hotel products with the best service.

Reception has 3 works shifts a day. They are:

- **morning shift**: 7 AM until 3 PM
- **evening shift**: 3 PM until 11 PM
- **night shift**: 11 PM until 7 AM

**c. Reservation**

The reservationist works on Monday – Friday at 8 AM until 4 PM, on Saturday at 8 AM until 2 PM and gets one day off on Sunday. She has her own table to work completed with computer, telephone, big rack to put files, big white board, and facsimile machine. Reservation section handles room reservation from telephone, facsimile, and e-mail. In Sahid Raya Hotel Solo, Reservation also becomes as Telephone Operator. When the working time is over, the duty of reservationist is taken over by Receptionist. So, Receptionist in Front Office Department also has a function as reservationist in a certain time.

d. **Guest Relation Officer (GRO)**
Guest Relation Officer has responsibility for handling VIP guests and group. GRO is just one person. She has to handle the guests’ complaints quickly and accurately. She also has to prepare fruit basket, flower basket, welcome drink, welcome letter, breakfast coupon, lunch coupon, and dinner coupon. She works five days from 12 PM until 8 PM and gets one day off.

e. Concierge

Concierge is divided into: bell boy, door man, and driver. They work in three shifts for 24 hours a day. Each shift is occupied by three staffs. In Sahid Raya Hotel Solo, Bell boy has a function as a door man. Bell boy is responsible for handling guests’ luggage when they check in and check out, opening and closing the guests’ car door, delivering letter, newspaper, facsimile, and message to the guest room or any departments in the hotel, calling taxi or driver as requested by the guests. The Driver is responsible to pick up and carry the guest to the airport, bus station and railway station, and staffs of hotel to the destination.

D. Discussion

1. The Roles of Telephone Operator Section at Sahid Raya Hotel Solo
Telephone Operator has an important role in supporting the hotel activities. Telephone Operator Section has coordination with the other departments and sections.

The basic roles of Telephone Operator Section are as follows.

a. Operating the switchboard

   Telephone Operator has to be able to operate the switchboard accurately and efficiently. He/she should have ability to operate and handle switchboard, so he/she has to learn more about each of the switchboard button.

b. Answering and handling telephone

   Telephone Operator has to be able to answer and handle incoming and outgoing calls friendly, accurately, and quickly according to the Management’s Standards and Policies. He/she should have a good communication skill in order to make the conversation run well.

c. Providing services information

   Telephone Operator has to give information about hotel facilities, hotel activities and other information to the callers. He/she should be able to explain
about the tourism events and attraction that occur in Solo and its vicinity. He/she should know all of the important informations, such as extension number of hotel, staff name in each departments, room rates, room condition, hotel facilities, hotel information, guest name list, courtesy in Telephone Operator Section.

d. Handling morning and wake up call

Telephone Operator has to be able to handle the morning and wake up call as requested by the guests. He/she has to set the switchboard well. So, he/she should note the room number and the time according to the guests’ request.

e. Handling paging

Telephone Operator also has to be able to handle paging as requested by the group of guests. He/she will handle paging service, if there are group of guests who come to hotel. Usually, committee of group of guests asks paging services for gathering in lobby or holding meeting preparation. So, Telephone Operator has to know the name list of group of guests and the time when the Telephone Operator has to do paging services.
f. Providing message services

Telephone Operator provides message services as requested by the callers or guests. He/she has to make a note for all of the messages that are given by callers accurately. He/she has to communicate the messages to someone mentioned by the callers who call to the hotel as soon as possible.

2. The weaknesses of Telephone Operator Section at Sahid Raya Hotel Solo

Sahid Raya Hotel Solo has tried to give and to do the best to the guests. However, there are still several weaknesses that the writer found. She tried to observe the weaknesses of Telephone Operator Section in Sahid Raya Hotel Solo during her job training. The weaknesses are as follows.

a. The poor condition of telephone switchboard

Telephone switchboard should be changed because it often gets some troubles. Sometimes, the caller voice is not heard and the voice is cut. It makes the communication not go successfully.

b. Cleanliness

Equipment

There are many kinds of equipment in the Telephone Operator Section such as telephone switchboard, computer, printer, and DVD player. It is dusty. The writer thought it was never cleaned. Especially the telephone
switchboard, it is so dirty. However, the telephone switchboard must be changed or cleaned.

Office

There are too much dust in Telephone Operator office. So, during job training, the writer has to clean it. It occurs because the Telephone Operator office is not used. It will be used, if there is a trainee in Telephone Operator Section.

Staffs

The staffs are expected to keep the cleanliness. In fact during job training, the writer still found many staffs who do not care with the cleanliness. In Telephone Operator room, the staffs often put things and it makes the room full with goods. There are many kinds of goods, such as bottles, glasses, ashtrays, knife, and cotton. The most disgusting problem is when one of the staffs finishes making up the cotton is not thrown into the wastebasket but it is just left in the room. It makes the writer feels disgust and hates the dirty room. Sometimes, she has to clean the room.

c. Foreign language ability in officers

One of the jobs of the staff is giving information services to the guests. Sometimes, they could not do their job well because of language problem. The foreign language mastered well by the staff is English. The problem appears when guests could not speak English well. Most of the guests who could not
speak English well are Chinese. The communication do not run well and create a problem of misunderstanding. Both staff and guests have to repeat their words and to listen to each other carefully. This situation makes the guests feel disappointed because they do not get clear information that they want. In this case, the officers have to learn more about other languages in order that the communication can run well and the guests feel satisfied.

4. The Efforts of Sahid Raya Hotel Solo in Improving Service Quality

Maintaining the quality of service is very important. In competition with other hotels, Sahid Raya Hotel Solo must improve its quality in giving service continuously. If it does not do improvement continuously, it will lose many chances to get many guests. The guests will look for another hotel, which is better in service quality. For that reason, it tries to improve the service quality. In improving its quality, Sahid Raya Hotel Solo holds the training for the staffs, improves disciplines among the staffs, and improves the cleanliness.

Sahid Raya Hotel Solo holds the training for staffs twice in a month. It is done by each of departments and it is led by each of department heads. It is done to evaluate and improve the staffs’ work and good services.

The next effort is to make the staffs discipline by making several regulations. The staffs have to arrive in hotel on time based on their schedule. But it is better to arrive in hotel before staffs’ shift. So they can prepare everything needed and help each other when the hotel fully booked. Besides, the staffs are
not allowed using handphone when they are on duty, except the Department Head and Marketing Department. Furthermore, if the staff will leave the hotel, they have to pass through the inspection done by security.

Sahid Raya Hotel Solo also gives attention to the cleanliness of its facilities. This hotel does general cleaning routinely to keep the cleanliness of the entire hotel. It includes all facilities and public area. Keeping the cleanliness is Housekeeping department’s duty, but in Sahid Raya Hotel Solo, all departments always try to keep the cleanliness. Even Front Office Department also keeps the cleanliness of its area. Even though, Front Office Department does not keep it thoroughly, because the writer still found much dust in Telephone Operator office. However, they have tried to keep it clean.

Those all are the efforts of Sahid Raya Hotel Solo in improving its service quality. Sahid Raya Hotel Solo will always improve its service quality to reach guest satisfaction.
A. Conclusion

Front Office Department is the most important department in a hotel industry. Front Office Department is divided into many sections such as Reception, Reservation, Guest Relation Officer, Telephone Operator, and Concierge. Each section has an important role in Front Office Department.

One of the important sections is Telephone Operator. Telephone Operator is a section of Front Office Department, which has responsibility to handle incoming and outgoing calls.

Based on the observation and the discussion, the writer has some conclusion as follow.

1. The roles of Telephone Operator Section at Sahid Raya Hotel Solo are:
   a. operating the switchboard
   b. answering and handling telephone
   c. providing services information
   d. handling morning and wake up call
   e. handling paging
   f. providing message services
2. The weaknesses of Telephone Operator Section at Sahid Raya Hotel Solo are:
   a. the poor condition of telephone switchboard. Sometimes, the caller voice is not heard and the voice is broken.
   b. the cleanliness of telephone switchboard, office, and staffs.
   c. foreign language ability in officers is not good enough.

3. The efforts of Sahid Raya Hotel Solo in improving service quality are:
   a. holding the training for the staffs twice in a month
   b. improving disciplines among the staffs through several regulations
   c. improving the cleanliness

B. Suggestion

From the conclusion above, The writer would like to give some suggestions as follows.

1. The Hotel
   a. Sahid Raya Hotel Solo should change the telephone switchboard to make the success of the Telephone Operator operational.
b. the staffs have to keep the appearance because it can affect the image of hotel. They must always be clean, tidy, and attractive. During the job training, the writer found some of the staffs that did not keep the appearance. They are concierge and housekeeping staffs. The main problem of the appearance is the smell of their body. For that reason, the staff has to pay attention to the problem in order that hotel does not lose the guests. The guests will be disturbed with this problem. So, the department head has to pay attention to each of the staffs.

c. Sahid Raya Hotel Solo should also improve the foreign language ability in order to avoid misunderstanding between the guests and staffs.

d. Furthermore, it has to improve the sanitation and the cleanliness, especially in office and public area, such as corridor, public toilet, and parking area.

2. The Readers

The writer hopes that this report may become references for those who are interested in Front Office Department especially Telephone Operator Section at Sahid Raya Hotel Solo
BIBLIOGRAPHY


http://www.learndirect-advice.co.uk accessed on April 08, 2007 at 10.30 am

http://www.thefreedictionary.com accessed on April 15, 2007 at 11.00 am
APPENDICES
## EXTENSION TELEPHONE

**SAHID RAYA HOTEL SOLO**

<table>
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<tr>
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<th>Department</th>
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<td>ACCOUNTING</td>
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## DEPARTMENT HEAD

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<td>CHIEF ENGINEERING</td>
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<td>DESAIN GRAFIS MANAGER</td>
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<td>EXECUTIVE CHEF</td>
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<td>EXECUTIVE HOUSEKEEPER</td>
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<td>FB MANAGER</td>
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<td>FO MANAGER</td>
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</table>
ROOMS

Superior Room

Deluxe Room

Executive Room
FOOD & BEVERAGE FACILITIES

Patisserie

Banquet & Conference Facilities
OTHER HOTEL FACILITIES

Fitness & Swimming Pool

Laundry & Dry Cleaning
Paket Perkawinan

TABLE MANNER COURSE

ETIKA SAMUDRA SERAK ALA INTERNASIONAL

1. Green Antelope
2. Green Antelope (Red)
3. Green Antelope (Blue)
4. Green Antelope (White)
5. Green Antelope (Black)
6. Green Antelope (Gold)
7. Green Antelope (Silver)
8. Green Antelope (Turquoise)
9. Green Antelope (Pink)
10. Green Antelope (Purple)

Untuk 35 Orang

PAKET ULANG TAHUN

HAPPY BIRTHDAY!

ANALYSIS
1. Happy Anniversary
2. Happy Birthday
3. Happy Valentine Day
4. Happy New Year
5. Happy Diwali
6. Happy Christmas
7. Happy Thanksgiving
8. Happy Eid Mubarak
9. Happy Raya
10. Happy Hanukkah

Untuk 108 Orang

PAKET STUDENT

SAHID SIMPLY PACKAGE 2007

Hotel
1. Sahid Jaya Lippo Cikarang
2. Sahid Serpong
3. Sahid Cipta
4. Sahid Cisarua
5. Sahid Margonda
6. Sahid Mampang
7. Sahid Kuningan
8. Sahid Puri

Kawin
1. Hotel Sahid Jaya Lippo Cikarang
2. Hotel Sahid Serpong
3. Hotel Sahid Cipta
4. Hotel Sahid Cisarua
5. Hotel Sahid Margonda
6. Hotel Sahid Mampang
7. Hotel Sahid Kuningan
8. Hotel Sahid Puri

Untuk 50 Orang