



ABSTRAK

Tujuan dari laporan akhir ini adalah untuk membahas peranan At Your Service atau telephone operator sebagai pusat informasi di Yogyakarta Marriott Hotel. Penulis juga menjelaskan profile dari Yogyakarta Marriott Hotel, meliputi sejarah dan brand dari Marriott International, fasilitas, jenis – jenis ruangan, hingga struktur organisasi hotel beserta deskripsi tugas setiap departemen di Yogyakarta Marriott Hotel. Penulis melakukan observasi selama 6 bulan, dimulai Januari hingga Juli 2018 sebagai agen At Your Service di departemen Front Office. Metode pengumpulan data dilakukan dengan mengamati penjelasan dari agen At Your Service dan mempraktekannya, kemudian penulis mengajukan pertanyaan serta mewawancarai agen At Your Service sebagai narasumber. Penulis juga menggunakan beberapa buku untuk menambah sumber informasi dan kelengkapan data. Data yang di peroleh diolah dan dijelaskan kedalam laporan akhir ini. Berdasarkan observasi penulis, hasil yang didapatkan adalah adanya peranan penting dari telephone operator atau At Your Service di Yogyakarta Marriott Hotel sebagai bagian yang mempunyai banyak informasi dan membagikan informasi – informasi tersebut kepada tamu hotel dan associates dari berbagai departemen. At Your Service juga memiliki tugas lain selain menerima panggilan telepon, yaitu sebagai penerima reservasi, marketer, menangani *In Room Dining*, dan *lost and found*.

Kata Kunci: *At Your Service, Telephone Operator, Yogyakarta Marriott Hotel*



ABSTRACT

The purpose of this graduating paper is to discuss the roles of At Your Service or operator telephone as a center of information in Yogyakarta Marriott Hotel. The writer also explains the profile of the Yogyakarta Marriott Hotel, covering the history and brand of Marriott International, facilities, types of rooms, and hotel organizational structure along with job descriptions of each department in the Yogyakarta Marriott Hotel. The writer conducted observations for 6 months during internship, starting January to July 2018 as an agent of At Your Service in the Front Office department. The method of data collection is done by observing the explanation from the At Your Service agents and practicing, questions and interviews are asked by the writer to At Your Service agent as an informan. Several books are used by the writer to find the information or sources and complete the data. The data obtained is processed and explained in this final report. Based on the observation of the writer, the results that obtained are important roles from the telephone operator or At Your Service in the Yogyakarta Marriott Hotel as a division that has a lot of information and shares that information with hotel guests and associates from other departments. At Your Service also has other duties besides receiving calls. There are reservation, marketer, handling In Room Dining, and Lost and Found.

Keyword: *At Your Service, Telephone Operator, Yogyakarta Marriott Hotel*