

TABLE OF CONTENTS

COVER	i
LEMBAR PENGESAHAN	ii
PERNYATAAN BEBAS PLAGIASI	iii
ACKNOWLEDGEMENT	iv
INTISARI	v
ABSTRACT	vi
TABLE OF CONTENTS	vii
LIST OF IMAGES	x
LIST OF CHARTS	xi
CHAPTER 1: INTRODUCTION	1
1.1. Background of Study	1
1.2. Objective of Study	2
1.3. Scope of Study	3
1.4. Method of Study	3
1.4.1. Methods of Collecting Data	3
1.4.2. Methods of Analyzing Data	4
1.4.2. Methods of Presenting Data	4
1.5. Presentation	4
CHAPTER 2: YOGYAKARTA MARRIOTT HOTEL PROFILE AND FRONT OFFICE DEPARTMENT	5
2.1. Yogyakarta Marriott Hotel Profile	5
2.1.1. Organization Structure	7
2.1.2. Vision and Mission	8
2.2. Front Office Department	8
2.2.1. Front Desk or Receptionist	9
2.2.2. At Your Service or Receptionist	10
2.2.3. Concierge	10
2.3. Hotel Amenities and Facilities	11
2.3.1. Hotel Room Types	11
2.3.1.1. Deluxe Room	11
2.3.1.2. Club Room	12
2.3.1.3. Premiere Double	13



2.3.1.4. Junior Suite	13
2.3.1.5. Presidential Suite.....	14
2.3.2. Hotel Facilities	14
2.3.2.1. M-Club (Executive) Lounge	14
2.3.2.2. Meeting Rooms	15
2.3.2.3. Yogyakarta Kitchen	15
2.3.2.4. Taman Sari Bar and Grill	16
2.3.2.5. The Lounge	17
2.3.2.6. Swimming Pool.....	17
2.3.2.7. Fitness Center.....	17
2.3.2.8. Quan Spa.....	17
CHAPTER 3: THE PROCEDURE AND THE ROLE OF OPERATOR AT YOGYAKARTA MARRIOTT HOTEL.....	19
3.1. Operator	19
3.1.1. Skills of Operator	20
3.1.1.1. Positive Psychology	20
3.1.1.2. Sitting Possition	20
3.1.1.3. Stay Focus.....	21
3.1.1.4. Voice Techniques.....	22
3.1.1.5. Pronunciation	22
3.1.2. Knowledge	23
3.1.2.1. Telephone Use	23
3.1.2.2. System Management Application	25
3.1.2.2.1. Opera.....	25
3.1.2.2.2. Case Console.....	26
3.1.2.2.3. Unicorn	26
3.1.2.2.4. Symphony	26
3.1.2.2.1. Opera.....	26
3.1.2.3. Product Knowledge.....	27
3.1.3. Operator office	27
3.2. The procedure of Handling Call	29
3.2.1. The Procedure of Answering Call.....	30
3.2.1.1. In Room Dining Order	35
3.2.1.2. Lost and Found Report.....	36



3.2.2. The Procedure of Transferring Call	37
3.2.3. The Procedure of Initiating Call	38
3.3. The Cases in Handling Call	39
CHAPTER 4: CONCLUSION.....	47
WORK CITED.....	49
LIST OF INFORMANTS.....	51
LIST OF INTERVIEW QUESTION	52
CURICULUM VITAE.....	53
LOGBOOK.....	54