

INTISARI

Industri perhotelan merupakan industri yang bergerak di bidang jasa. Hotel mengedepankan pelayanan yang baik kepada tamu. Departemen Front Office merupakan departemen di hotel yang sering kali berhubungan dengan tamu sehingga harus memberikan pelayanan yang optimal. Staf hotel tidak dapat bekerja sendiri karena memiliki hubungan kerja sama yang berkaitan satu sama lain. Seksi reservasi dan seksi telepon operator adalah bagian dari front office yang memiliki hubungan kerja sama penting dalam jalannya kegiatan operasional hotel yang tentunya berkaitan dengan tamu. Penelitian tugas akhir ini bertujuan untuk mengetahui hubungan kerja sama antara seksi reservasi dan seksi telepon operator yang diberikan dalam kegiatan operasional Hotel New Saphir Yogyakarta. Penelitian ini menggunakan metode penelitian deskriptif dengan teknik pengumpulan data menggunakan observasi partisipatif, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa seksi reservasi dan seksi telepon operator memiliki hubungan kerja sama yang erat karena tugas-tugas kedua seksi saling berkaitan satu sama lain terkait dengan pelayanan kepada tamu seperti penanganan reservasi kamar dan promosi terhadap produk-produk hotel. Standar Operasional Prosedur (SOP) tentang pergantian petugas reservasi kepada telepon operator apabila sedang tidak berada di tempat juga sudah sesuai dengan yang ada.

Kata Kunci : Reservasi, Telepon Operator, Departemen *Front Office*, Hubungan Kerja Sama, Standar Operasional Prosedur

ABSTRACT

The hospitality industry is an industry that engages in services. Hotel prioritizes good service to the guests. Front Office Department is a department in the hotel that often relate with guests so they must provide optimum service. Hotel staffs are unable to work alone because they have a collaboration working relationship that are relate to each other. The reservation section and the operator telephone section are part of the front office that have an important collaboration working relationship of the operational activities in hotel that are relate to the guests. This research aims to determine the collaboration relation between the reservation section and the operator telephone section, in the operational activities in Yogyakarta New Saphir Hotel. This study used descriptive research methods with techniques collection of data used participant observation, interview, and documentation. The results shows that the reservation section and operator telephone section have a close collaboration relation because the job of the two sections are relate to each other in terms of service to guests such as handling room reservations and promotions of hotel merchandise. Standard Operational Procedures (SOP) regarding to the substitution of reservation staff to the operator telephone when they are not present is also already appropriate.

Key Words : Reservation, Operator Telephone, Front Office Department, Collaboration Relation, Standard Operational Procedur.