

INTISARI

Struktur organisasi di *Food and Beverage (FB) Department* terdapat seorang *administrator* yang bertanggung jawab dalam proses administratif. Tujuan dari *penelitian* ini yaitu untuk mengetahui proses *daily administrative tasks* atau pekerjaan administratif harian dari FB administrator serta kendala yang dihadapi FB administrator dalam operasional pekerjaan administratif harian di *Food and Beverage Department Aveon Hotel Yogyakarta*. Metode penelitian yang digunakan adalah metode penelitian deskriptif kualitatif. Teknik pengumpulan data yang digunakan yaitu dengan observasi partisipatif, wawancara semi-terstruktur, dan dokumentasi dari buku Peraturan Perusahaan Aveon Hotel Yogyakarta. Analisis data dimulai dari pengumpulan data, reduksi data, verifikasi data, dan yang terakhir adalah kesimpulan. Hasil dari penelitian ini adalah proses *daily administrative tasks* oleh FB administrator dalam menjalankan tugas pokok hariannya yaitu dengan melakukan pengadaan barang/ *Daily Market List (DML)* dan *Store Request (SR)* baik di bagian FB *Service* maupun FB *Product*, memasukkan *Courtesy Call*, merekapitulasi jadwal *shift* dan absen karyawan/ OJT. FB administrator juga bertanggung jawab dengan segala urusan ketik-mengetik, perputaran penyimpanan file dan dokumen keperluan FB *Department* serta laporan pembukuan yang berhubungan dengan FB *Department*. Proses *daily administrative tasks* oleh FB administrator ini bertujuan agar tidak mengganggu kelancaran kinerja di bagian operasional.

Kata kunci: *Process; Daily Administrative Tasks; Food and Beverage Department; Administrator; Aveon Hotel Yogyakarta.*

ABSTRACT

The organizational structure in the Food and Beverage (FB) Department has an administrator who is responsible for administrative processes. The purpose of this research is to determine the process of daily administrative tasks or daily administrative work from FB administrators and the obstacles faced by FB administrators in daily administrative work operations at the Food and Beverage Department of Aveon Hotel Yogyakarta. The research method used is descriptive qualitative research method. The data collection techniques used were participatory observation, semi-structured interviews, and documentation from the Aveon Hotel Yogyakarta Company Regulations book. Data analysis starts from data collection, data reduction, data verification, and the last is the conclusion. This research resulted in the process of daily administrative tasks by FB administrator in carrying out daily main tasks, namely the procurement of goods/Daily Market List (DML) and Store Request (SR) both in the FB Service and FB Product sections, entering Courtesy Calls, recapitulation of shift schedules and employee absenteeism/OJT. FB administrator is also responsible for all matters of typing, rotation of file and document storage for the needs of the FB Department as well as accounting reports related to the FB Department. The daily administrative tasks process by the FB administrator is intended so as not to interfere with the smooth performance of the operational section.

Keywords: *Process; Daily Administrative Tasks; Food and Beverage Department; Administrator; Aveon Hotel Yogyakarta.*