

INTISARI

Di dalam menjalankan suatu pekerjaan, kerja sama tim merupakan hal yang sangat penting, tidak peduli tinggi atau rendah suatu jabatan, semuanya harus bisa berkoordinasi dan membantu sama lain. Dalam dunia perhotelan, setiap bagian memiliki tugasnya masing-masing, termasuk bagian *bellboy* dalam departemen *front office*. Tugas Akhir ini membahas mengenai apa saja tugas-tugas yang harus dilakukan seorang *bellboy*, terutama di The Phoenix Hotel Yogyakarta, beserta apa saja permasalahan yang dihadapi para *bellboy* dan juga cara mengatasinya. Dengan menggunakan metode kajian pustaka, wawancara langsung terhadap karyawan *bellboy* di The Phoenix Hotel Yogyakarta, beserta pengamatan langsung selama menjalani masa magang selama empat bulan di The Phoenix Hotel Yogyakarta, diperoleh rincian dan gambaran mengenai seperti apa tugas *bellboy* itu dan juga permasalahan yang sering dihadapi serta bagaimana cara mengatasi atau solusinya, yang mana akan dibahas lebih rinci dalam bab selanjutnya.

Kata kunci: *bellboy*, tugas, permasalahan, solusi

ABSTRACT

In every single step of doing jobs, team work is a crucial thing to have, no matter how high or low the position is, every single body has to be able to cooperate and help each other. In the hotel area, each section has their own duty to do, including bellboy section in the front office department. This final assignment mainly discusses about what kind of things to do by bellboy, especially in The Phoenix Hotel Yogyakarta, including kind of problems that mostly faced and how to solve them. By using study literatures method, direct interview with bellboy staffs of The Phoenix Hotel Yogyakarta, and direct observation for four months as an internship student of bellboy in The Phoenix Hotel Yogyakarta, obtained the details and overview of what should bellboy do and also the problems that are often faced and how to solve them, which will be discussed further in the next chapters.

Keywords: *bellboy, duty, problems, solution*