

# UNIVERSITAS INTERNASIONAL BATAM

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*Faculty of Hospitality and Tourism Management  
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## ***OPERATOR ROLE IN FRONT OFFICE DEPARTMENT ON HANDLING GUEST REQUESTS***

**Kezia Hirano Danito  
NPM: 1746028**

### ***ABSTRACT***

*For four months the writer conducted On the Job Training at Harris Resort Barelang Batam, located on Jalan Trans Barelang, Tembesi sub-district, Sagulung sub-district, Riau Islands 29439. The resort is included in the four-star hotel category, and Utama company is the owner of this property. The author receives knowledge for four months to hone the knowledge that has been learned through campus theory and can implement it in the real world of work. In addition, the author can understand the differences that exist between theories that are acknowledged and when practicing directly at work, so there are no unwanted problems between guests and coworkers.*

*The author placed herself in an internship for four months in the Front Office Department, this department is in the earliest position when guests arrive at the hotel, who is responsible at the beginning and end, also accepts all types of requests from guests, and the writer is assigned to handle guests by telephone which is called the 'Harris Button' Operator, so that it can complete guest requests using only by audio service, in this case the operator must be competent in handling each guest request or handle a problem, and can solve it in a timely manner and certainly satisfying for guests. The operator 'Harris Button' is required to understand the product knowledge in the hotel, and is required to be alert in solving problems.*

*The work given to the writer produces a good experience and is quite satisfying, not only theories are obtained but the experience of going into the field becomes a provision to improve the quality of self from the writer herself, many things can be taken, from handling complaints, guest requests, check in and check out procedures, working well with fellow teammates, practicing the skills of communication with guests and so on.*

**Keywords :** *Internship, front office, hotel operator*