

ABSTRAK

LENI HERMALIA PUTRI.2024 Efektivitas *Order taker* dalam menunjang Operasional *Housekeeping* di Hotel Lombok Astoria Tugas Akhir. Politeknik Pariwisata Lombok. Pembimbing Muhammad Sultan Hali,S.Pd.,M.M. & Yoyok Antoni, S.E., M,Si.

Tujuan penelitian ini untuk mengetahui efektifitas *Order Taker* dalam menunjang operasional *Houskeeping* di Hotel Lombok Astoria.*Order taker* merupakan petugas yang ada di *housekeeping* yang bertugas memberikan pelayanan tambahan baik itu dari *housekeeping* maupun departemen lain.

Jenis penelitian yang digunakan yaitu deskriptif kualitatif yang berfokus pada observasi pada saat magang dan wawancara langsung dengan *staf order taker* di Hotel Lombok Astoria.

Hasil penelitian ini dinilai masih kurang efektif dengan ketersediaan dari masih sumber daya manusia pada departemen *housekeeping* terutama pada bagian *order taker*,serta komunikasi yang masih kurang efektif dan beban kerja yang berlebihan, jika dilihat dari indikator *input,conversion dan output*.

Kata Kunci: *Efektivitas, Peranan,order taker*

ABSTRACT

LENI HERMALIA PUTRI. 2024 *The role of Order takers in supporting Housekeeping Operations at the Lombok Astoria Hotel Final Project.* Lombok Tourism Polytechnic. Supervisor Muhammad Sultan Hali, S.Pd., M.M. & Yoyok Antoni, S.E., M, Si.

The purpose of this study is to determine the effectiveness of Order Takers in supporting Houskeeping operations at the Lombok Astoria Hotel. Order takers are officers in housekeeping who are in charge of providing additional services, both from housekeeping and other departments..

The type of research used is descriptive qualitative which focuses on observations during internships and direct interviews with order taker staff at the Lombok Astoria Hotel.

The results of this study are considered to be still ineffective with the availability of human resources in the housekeeping department, especially in the order taker section, as well as ineffective communication and excessive workload, when viewed from input, conversion and output indicators.

Keywords: Effectiveness, Role, order taker