

ABSTRAK

SULASTIKA WILDA YANI. 2024. Peranan *Telephone Operator* Di Pullman Lombok Merujani Mandalika Beach Resort. Politeknik pariwisata Lombok. Pembimbing : Muhammad Sultan Hali, S.Pd.,M.M.Par., & M. Ihdal Karomi, S.E., M.M.

Tugas akhir ini dibuat untuk mengetahui bagaimana peranan *telephone operator* dalam menunjang operasional serta faktor pendukung dan penghambat apa saja yang dialami oleh karyawan yang bertanggung jawab selama berkerja sebagai *telephone operator* di Pullman Lombok Merujani Mandalika Beach Resort. Penulisan ini menggunakan metode analisis deskriptif kualitatif yang bertujuan untuk memahami fenomena yang dialami subjek penelitian seperti perilaku, persepsi, motivasi, tindakan dan lain-lain. Faktor penghambat yang ditemukan yaitu ruangan yang tidak kedap suara sangat memungkinkan suara lain yang dapat masuk saat menerima telephone masuk dan mengganggu fokus *telephone operator* karena adanya suara lain. Kurangnya jumlah SDM dapat mengakibatkan operasional terganggu apabila *occupancy* sedang tinggi. Dengan demikian, maka harus adanya ruangan terpisah yang kedap suara antara *back office* departemen *front office* atau penambahan sekat di area khusus *section telephone operator* agar tidak ada suara lain yang mengganggu saat penerimaan telepon masuk maupun keluar. Selain itu, adanya penambahan sumber daya manusia baik itu *staff* ataupun *daily worker* agar kegiatan operasional dapat berjalan dengan lebih optimal.

Kata kunci :PERANAN *TELEPHONE OPERATOR*, DEPARTEMEN *FRONT OFFICE*, PULLMAN LOMBOK MERUJANI MANDALIKA BEACH RESORT

ABSTRACT

SULASTIKA WILDA YANI. 2024. *The Role of Telephone Operator at Pullman Lombok Merujani Mandalika Beach Resort. Lombok tourism polytechnic. Mentor: Muhammad Sultan Hali, S.Pd.,M.M.Par., & M. Ihdal Karomi, S.E., M.M.*

This This final assignment was created to find out the role of telephone operators in supporting operations as well as the supporting and inhibiting factors experienced by responsible employees while working as telephone operators at the Pullman Lombok Merujani Mandalika Beach Resort. This writing uses a qualitative descriptive analysis method aimed at understanding the phenomena experienced by research subjects such as behavior, perceptions, motivation, actions and so on. Inhibiting factors: A soundproof room allows other sounds to enter when receiving an incoming telephone call and disrupt the telephone operator's focus due to other sounds. A lack of human resources can disrupt operations if occupancy is high. Thus, there must be a separate soundproof room between the back office of the front office department or the addition of a partition in a special area for the telephone operator section so that there are no other sounds that disturb when receiving incoming or outgoing telephone calls. Apart from that, there is additional human resources, both staff and daily workers, so that operational activities can run more optimally.

Keywords: *THE ROLE OF TELEPHONE OPERATOR, FRONT OFFICE DEPARTMENT, PULLMAN LOMBOK MERUJANI MANDALIKA BEACH RESORT*