

# **BEING FRONT DESK AGENT (TELEPHONE OPERATOR) AT IBIS STYLES HOTEL YOGYAKARTA**

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## **ABSTRACT**

Ibis styles Hotel Yogyakarta or formerly All Seasons Yogyakarta is an international chain of unique and basic-service economy hotels owned by AccorHotels. For three months I conducted my internship program in Ibis Styles Hotel Yogyakarta especially in Front Office Department. My internship was started from 1<sup>st</sup> March up to 31<sup>st</sup> May. For three months, I was placed in Telephone Operator, Reception, and Reservation. Yet, this report was focus on all activities in Telephone Operator. There were many tasks I did in Telephone Operator such as handling telephone, courtesy, updating Check in RC (Registration Card), scanning Check out RC, releasing Card verify, and fax. In handling telephone, not only receiving incoming call but also I transferred the call either to the outside number or inside. In courtesy, I make a call for each room in order to confirm about the length stay of guest in hotel. In updating Check in RC, I was input all data of guest that stated in RC into computer system. In scanning Check out RC, I scanned all RC of each guest who had already checked out and transferred it into computer system. In releasing Card Verify, I released card verify of guest by filing the Card Verify Release Form and then I sent the form by fax. For three months I worked in Front Office, I could know how to be a staff as Telephone Operator in giving right services to the guest to make them satisfy and impressed.

*Keywords: Front office, Hotel, Telephone Operator.*