

## CHAPTER IV

### CONCLUSION

During my internship as a telephone operator at NH, I encountered a serious problem namely I have difficulties in handling telephone lines alone. There are several causes of my problem. First, there are only two operators at NH to handle the hotel guests. Second, I do not have any experiences as a Hotel operator. Naturally, this problem has brought two negative effects both for the hotel guests and for me. The first effect is some of incoming calls from hotel guests cannot be handled properly. The second effect is that I become stressful during working hours. There are three potential solutions to deal with the problem. The first solution is the hotel should at least hire one more operator. Second, the hotel should improve the function of the online reservation facility. Third, I increase my skills and knowledge in handling telephone calls for self development.

Having discussed the problem in the previous chapters, I would like to present the best solution to solve the problem. The chosen solutions are the first and the third potential solution, namely the hotel should at least hire one more operator and I increase my skills and knowledge in handling telephone

calls for self development.

The reason I choose the above solution is because of the following consideration. First, it will eliminate the stress for the operator because now their work is shared with the other operators. Second, hotel guests will feel happy because an operator can work properly and give the good service. As an operator, I need to be proactive to develop my work performance as a hotel operator. Therefore, I should improve my skill and knowledge to support my work. In an article entitled “Front office”, it is stated that “Nevertheless, most of the small hotels (20-30 rooms) are trying to keep the general structure of front office and delivery services, having at least one employee for each of them” (par. 5). From the quotation I can see that small hotel has at least one staff for every department. Naturally, big hotels or starred hotels need to have more than one operator staff in order to provide good service to hotel guests. When there are enough operator staff, of course the needs of hotel guest concerning reservation, asking for information and others can be met. Moreover, in the article “Telephone Operator Duties”, it is stated that, “It is vital that the switchboard operator has good communication skills and is detail oriented” (par. 3). From the quotation I can see that an operator must improve their skills and knowledge.

To conclude this term paper, I present several points concerning my experience as a hotel operator. I realize that being a professional hotel operator needs certain requirements, which include knowledge and skills: knowledge about the equipment, know about hotel product knowledge, hotel facilities, and

for skills: skills to operate the equipment, how to handle guests complaint, language skills, and communication skills. Hotel guest can only be served well if the operator can fulfill their needs. To end my term paper, for my suggestion I mention several things: new operators must be ready to work under pressure when the hotel is fully booked. Therefore, an internship is very important for an operator and for the hotel I suggest that it should have enough operator staff in order to handle the guests properly. Finally, I also suggest that an operator must have basic knowledge about computer and language especially English as an international language.