Causes
1. There are only two operators at Novotel Hotel
2. I do not have any experience as a hotel operator

Problem
I have difficulties in handling telephone calls alone when working as an operator at Novotel Hotel Bandung

The effects
1. Some of incoming calls from hotel guests cannot be handled properly
2. I become stressful during working hours

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Potential negative effects
1. The hotel will spend extra cost to hire a new operator
2. I will become dependent on the other operator

Potential positive effects
1. I will enjoy the job as an operator at Novotel Hotel Bandung
2. Hotel guests can be served well

Potential negative effects
1. The hotel guests might feel reluctant in using online reservation because it requires credit card number
2. The internet system failure will cause no reservation transmission and it makes the hotel guests complain to the hotel

Potential positive effects
1. Reservation can be done faster
2. I can work faster dealing with hotel guests

Potential negative effects
1. It is time consuming

Potential positive effects
1. It is time consuming
2. I can work properly
3. Hotel guests can be served well

Potential solution 1
The hotel should at least hire one more operator

Potential solution 2
The hotel should improve the function of the online reservation facility

Potential solution 3
I increase my skills and knowledge in handling telephone calls for self development

Chosen solution
- Novotel Hotel Bandung should at least hire one more operator
- I increase my skills and knowledge in handling telephone calls for self development