

TELEPHONE OPERATORS' PRACTICES IN HANDLING GUEST CALLS IN THE FRONT OFFICE DEPARTMENT AT FAIRFIELD BY MARRIOTT BALI KUTA SUNSET ROAD

TUGAS AKHIR



**PROGRAM STUDI BAHASA INGGRIS UNTUK KOMUNIKASI BISNIS DAN
PROFESIONAL (D4)
JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA**



- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetakn dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.



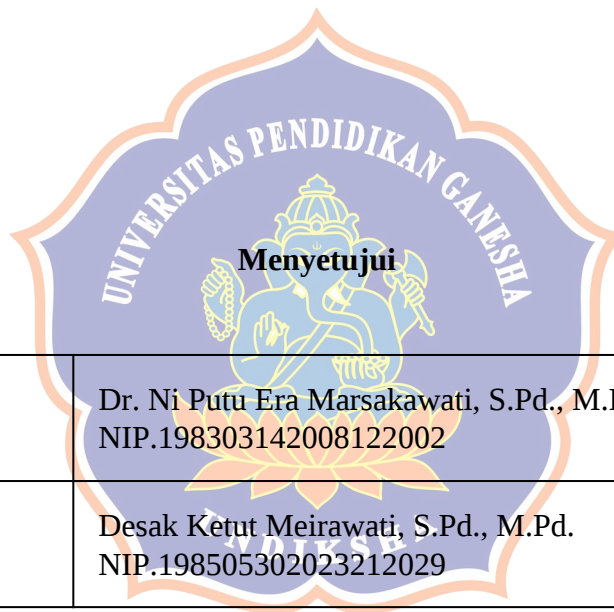
- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetak dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.



**Balai Besar
Sertifikasi
Elektronik**

TUGAS AKHIR

DIAJUKAN UNTUK MELENGKAPI TUGAS DAN MEMENUHI SYARAT-SYARAT UNTUK MENCAPAI GELAR SARJANA TERAPAN LINGUISTIK



Pembimbing I	Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd. NIP.198303142008122002
Pembimbing II	Desak Ketut Meirawati, S.Pd., M.Pd. NIP.198505302023212029



- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetak dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.



**Balai Besar
Sertifikasi
Elektronik**

Tugas Akhir oleh KADEK MERY JULIANA DEWI ini
telah dipertahankan di depan dewan penguji
Pada tanggal 15 Juni 2026

Dewan Penguji

Ketua	Made Aryawan Adijaya, S.Pd., M.Pd. NIP.197712162002121002
Anggota	I Ketut Armawan, S.Pd., M.Pd. NIP.197510092001121001
Anggota	Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd. NIP.198303142008122002
Anggota	Desak Ketut Meirawati, S.Pd., M.Pd. NIP.198505302023212029



- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetakan dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.



**Balai Besar
Sertifikasi
Elektronik**

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni
Universitas Pendidikan Ganesha
guna memenuhi syarat-syarat untuk mencapai gelar Sarjana Terapan Linguistik

Menyetujui

Ketua Ujian	Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd. M.Pd. NIP.198104192006042002
Sekretaris Ujian	Made Aryawan Adijaya, S.Pd., M.Pd. NIP.197712162002121002



- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetakan dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.



**Balai Besar
Sertifikasi
Elektronik**

**TELEPHONE OPERATORS' PRACTICES IN HANDLING
GUEST CALLS IN THE FRONT OFFICE DEPARTMENT AT
FAIRFIELD BY MARRIOTT BALI KUTA SUNSET ROAD**

SKRIPSI

Diajukan Kepada

Universitas Pendidikan Ganesha

**Untuk Memenuhi Salah Satu Persyaratan dalam Menyelesaikan Program
Sarjana Terapan Linguistik**



**JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA
SINGARAJA**

2026

LEMBAR PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul **"Telephone operators' practices in handling guest calls in the front office department at Fairfield by Marriott Bali Kuta Sunset Road"** beserta seluruh isinya adalah benar karya sendiri dan tidak melakukan penjiplakan dan mengutip dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan saya ini saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan karya saya ini, atau ada klaim terhadap keaslian karya saya ini.



Singaraja,

Yang membuat pernyataan,



Kadek Mery Juliana Dewi

NIM. 2252011011

ACKNOWLEDGEMENT

Grounded in the grace and blessings of Almighty God, the writer would like to express sincere gratitude for being able to complete this undergraduate thesis as one of the requirements for obtaining the degree of Applied Bachelor in Linguistics at Universitas Pendidikan Ganesha, Singaraja, Bali. This thesis is entitled “Telephone Operators’ Practices in Handling Guest Calls in the Front Office Department at Fairfield by Marriott Bali Kuta Sunset Road”. On this occasion, the writer would like to express sincere appreciation and gratitude to all individuals who have provided support, guidance, encouragement, and assistance throughout the process of completing this research. Without their help and contribution, this study would not have been completed successfully. Therefore, the writer would like to express gratitude to:

1. Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd., as the Chair of the Foreign Language Department.
2. Made Aryawan Adijaya, S.Pd., M.Pd., as the Chair of the English for Business and Professional Communication Study Program.
3. Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd., as the first supervisor of this research. The writer would like to express deepest gratitude for all the guidance, patience, support, valuable suggestions, and encouragement given throughout the process of completing this study. Her advice and feedback have helped the writer improve this research and complete it successfully.

4. Desak Ketut Meirawati, S.Pd., M.Pd., as the second supervisor of this research. The writer would like to express sincere appreciation for all the guidance, support, suggestions, and constructive feedback provided during the completion of this study. Her contribution has been very valuable in helping the writer finalize this research.
5. The writer's deepest gratitude goes to I Made Artawan and Luh Ernawati, beloved parents, for their endless love, prayers, sacrifices, support, and encouragement. Thank you for always believing in the writer and providing strength during every step of this academic journey.
6. The writer would also like to express sincere gratitude to Gede Resta Ervan Susanto, S.Pd., beloved brother, for his support, motivation, and encouragement throughout the completion of this study.
7. All lecturers, especially those in the English for Business and Professional Communication Study Program, who have shared their knowledge, experiences, advice, and guidance throughout the writer's years of study. The writer is truly grateful for all the lessons and valuable experiences gained during the academic journey.
8. Fairfield by Marriott Bali Kuta Sunset Road for providing the opportunity to conduct this research. The writer would also like to express sincere appreciation to all members of the Front Office Department, especially the Telephone Operator team, for their cooperation, support, and willingness to participate in this research. Their assistance and contribution were very helpful during the data collection process.

9. All friends and classmates, especially those in the English for Business and Professional Communication Study Program, for their friendship, support, encouragement, and memorable experiences throughout the years of study. Thank you for being part of this journey.
10. Everyone who has helped and supported the writer, directly or indirectly, throughout the completion of this research. The writer sincerely apologizes for not being able to mention everyone individually, but every contribution and kindness are deeply appreciated.

The writer realizes that this thesis is still far from perfect. Therefore, constructive suggestions and criticism are highly appreciated for the improvement of this study. It is hoped that this research will provide useful information and insights regarding telephone operators' practices in handling guest calls in the Front Office Department. Finally, the writer hopes that this study will be beneficial for readers and future researchers who are interested in similar topics

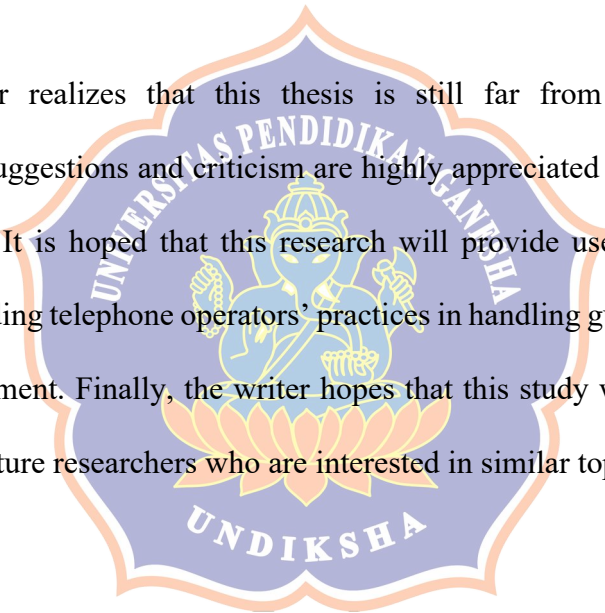
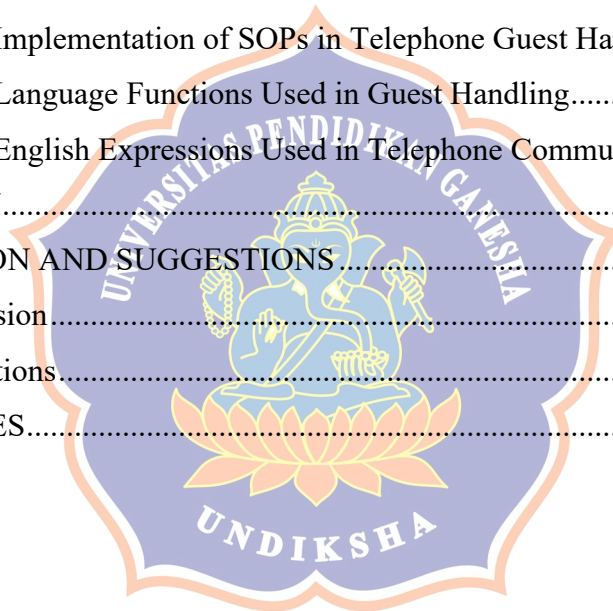


TABLE OF CONTENTS

LEMBAR PERNYATAAN	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	vii
ABSTRAK	viii
TABLE OF CONTENTS	ix
LIST OF TABLES	xi
LIST OF APPENDICES	xii
CHAPTER I	1
INTRODUCTION.....	1
1.1 Background of Study	1
1.2 Problem Identification.....	5
1.3 Research Questions	6
1.4 Purposes of Study.....	6
1.5 Significance of the Study.....	7
1.6 Definition of Key Terms	8
CHAPTER II.....	10
LITERATURE REVIEW.....	10
2.2 Theoretical Review.....	10
2.2.1 Front Office Department	10
2.2.2 Telephone Operators	12
2.2.3 Standard Operational Procedures	13
2.2.4 Language Functions	19
2.2.5 English Expressions	23
2.1 Empirical Review	26
CHAPTER III.....	29
RESEARCH METHOD.....	29
3.1 Research Design	29
3.2 Research Participants.....	30
3.3 Objects of the Study	31
3.4 Method of Data Collection	32

3.5 Instruments of Data Collection.....	35
3.6 Method of Data Analysis.....	41
3.7 Research Trustworthiness.....	45
3.8 Research Procedure	46
CHAPTER IV	49
FINDINGS AND DISSCUSIONS.....	49
4.1 Research Findings	49
4.1.1 Implementation of Standard Operating Procedures (SOPs).....	49
4.1.2 Language Functions Used by Telephone Operators	51
4.1.3 English Expressions Used in Guest Handling.....	53
4.2 Discussion.....	55
4.2.1 Implementation of SOPs in Telephone Guest Handling	56
4.2.2 Language Functions Used in Guest Handling.....	59
4.2.3 English Expressions Used in Telephone Communication	62
CHAPTER V.....	65
CONCLUSION AND SUGGESTIONS.....	65
5.1 Conclusion.....	65
5.2 Suggestions.....	66
REFERENCES.....	69



LIST OF TABLES

Table 2.1 Language Functions and Expressions Used by Front Office Staff in Handling Guest Calls	19
Table 3.1 Coding.....	35
Table 3.2 Preparation Stage	47
Table 3.3 Data Collection Procedures, Techniques, and Instruments.....	47
Table 3.4 Data Analysis Stages.....	48
Table 4.1 Implementation of Standard Operating Procedures (SOPs) in Guest Call Handling	49
Table 4.2 Language Functions and English Expressions Used by Telephone Operators in Guest Call Handling	52
Table 4.3 English Expressions Used by Telephone Operators in Guest Call Handling	53



LIST OF APPENDICES

Appendix 1. Transcript of Guest Requested for Wake-Up Call	71
Appendix 2. Transcript of Guest Complaint Handling	72
Appendix 3. Transcript of Spa Reservation Request	73
Appendix 4. Transcript of Guest Asking for Directions and Information	74
Appendix 5. Transcript of Placing Call on Hold and Transferring Call	75
Appendix 6. Transcript of Incognito Guest Request.....	76
Appendix 7. Transcript of Guest Request for Additional Amenities.....	77
Appendix 8. Transcript of Guest Request for Airport Transfer via WhatsApp ...	78

