

ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi masalah dan solusi yang dialami oleh Staf Telephone Operator dalam menangani *incoming* dan *outgoing calls* di The Legian Bali. Subjek dari penelitian ini adalah dua pekerja di bagian Telephone Operator. Data penelitian didapat dengan melakukan wawancara secara langsung dan menggunakan telepon genggam untuk merekam jawaban mereka. Setelah mendapatkan data dari wawancara, dapat disimpulkan bahwa terdapat tujuh masalah dan solusi yang dialami oleh Staf Telephone Operator di The Legian Bali.

Kata kunci: Masalah, Solusi, Telephone Operator, Incoming Calls, Outgoing Calls



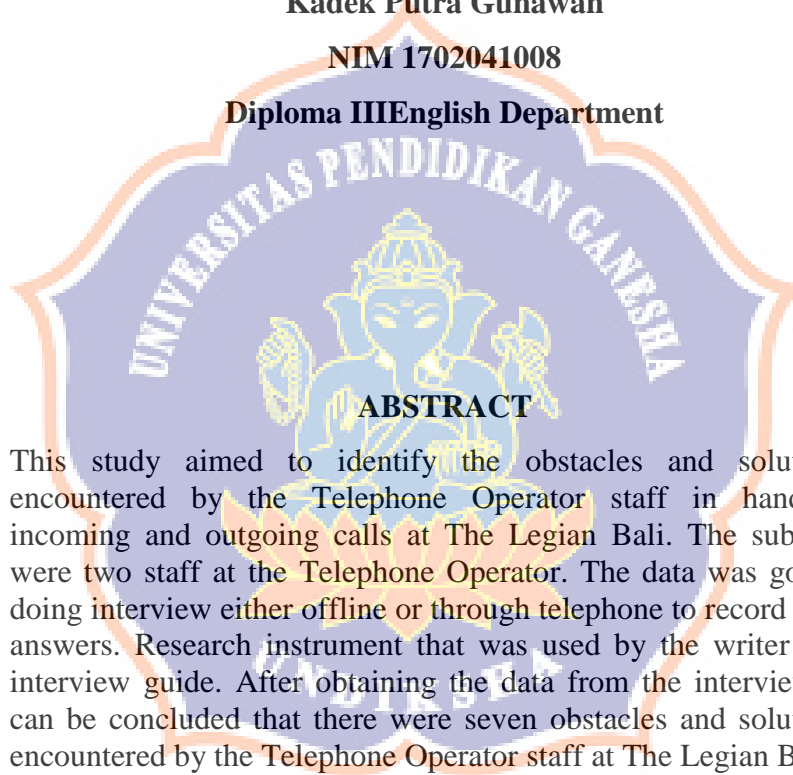
**THE OBSTACLES ENCOUNTERED BY TELEPHONE OPERATOR
STAFF IN HANDLING INCOMING AND OUTGOING CALLS AT THE
LEGIAN BALI**

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ABSTRACT

This study aimed to identify the obstacles and solutions encountered by the Telephone Operator staff in handling incoming and outgoing calls at The Legian Bali. The subjects were two staff at the Telephone Operator. The data was got by doing interview either offline or through telephone to record their answers. Research instrument that was used by the writer was interview guide. After obtaining the data from the interview, it can be concluded that there were seven obstacles and solutions encountered by the Telephone Operator staff at The Legian Bali.

Keywords: Obstacle, Solution, Telephone Operator, Incoming Calls, Outgoing Calls