

ABSTRACT

This research tells about implementation competency telephone operator employee not competent in Hotel Santika Mega City Bekasi. This research conducted by employee of telephone operator in Hotel Santika Mega City Bekasi that hasn't got competency certificate in Telephone Operator, moreover some employee of telephone operator couldn't do their task well based on Standard Operational Procedure in company, included less friendly when talked with guest, decreasing the volume when it rang, hanging the telephone more than three times, and operator couldn't fluent speak foreign language especially English. Competency is a basic characteristic of individual behavior that relates to effective criteria of reference in the work. The purposes of research are knowing the implementation and the factors that affect the competence of telephone operator employee in Hotel Santika Mega City Bekasi. The research method use is qualitative and descriptive method by taking data such as interview, observation and literature. From the interview by front office manager said that half of telephone operator employee are not competent such as pick up telephone too long, not fluently speak foreign language especially English and less friendly when talked with guest. What is done by management is to conduct internal training with continuous regarding the job desk and SOP telephone operator in Hotel Santika Mega City Bekasi.

Keyword: Implementation, competence, telephone operator.