

## ABSTRAK

Pariwisata adalah segala sesuatu yang menyangkut dan berhubungan dengan urusan kebutuhan seseorang melakukan perjalanan. Setiap *traveler* membutuhkan fasilitas pelayanan untuk beristirahat serta pelayanan untuk makan dan minum. Hotel besar maupun kecil pasti memiliki restoran dan *bar*. Tamu yang ingin menikmati makanan dan minuman di kamar sendiri juga dilengkapi dengan fasilitas pelayanan *Room Service*. *Room Service* ini beroperasi mulai pukul 07.00 sampai dengan 22.00 untuk melayani para tamu hotel dengan menyajikan makanan seperti *Breakfast* (Sarapan Pagi), *Lunch* (Makan Siang), *Dinner* (Makan Malam). *Room Service* yaitu menerima orderan dari telepon, membuat *captain order*, mempersiapkan peralatan, pesanan diantar ke kamar tamu dan tugas tersebut dilakukan oleh *Order Taker*. *Order Taker* bertugas dalam menerima dan mencatat pesanan makanan dan minuman tamu terutama melalui telepon. Selain itu, petugas *Order Taker* juga menyiapkan peralatan makanan dan minuman, kerapian dan kebersihan area kerja, mengawasi setiap kegiatan pramusaji *room service* dan harus selalu mengetahui informasi-informasi dari dapur apabila ada menu makanan dan minuman yang *sold out*.

**Kata Kunci :** *Order Taker, Room Service, Penanganan Pesanan Menu*

## ABSTRACT

Tourism is everything that concerns and relates to the needs of a person to travel. Every traveler needs service facilities to rest and services to eat and drink. Hotels big and small have restaurants and bars. Guests who want to enjoy food and drinks in their own room are also equipped with Room Service facilities. This Room Service operates from 07.00 to 22.00 to serve hotel guests by serving food such as Breakfast, Lunch , Dinner. Room Service, namely receiving orders from the telephone, making captain orders, preparing equipment, orders delivered to guest rooms and these tasks are carried out by the Order Taker. The Order Taker is in charge of receiving and recording guest food and beverage orders, especially by telephone. In addition, the Order Taker officer also prepares food and beverage equipment, tidiness and cleanliness of the work area, supervises every room service waitress activity and must always know information from the kitchen if there is a sold out food and drink menu.

**Keywords: Order Taker, Room Service, Menu Order Handling**

