

ABSTRACT

The location of the city of Jakarta as the capital is strategic because it is the center of both government and economic activities. This has an impact on the progress of the MICE tourism industry or commonly known as events. The development of the tourism and MICE industry in the city of Jakarta has had a major impact on the hotel industry as a provider of accommodation accommodation services and meeting venues, one of which is the Harris Suites fX Sudirman Hotel. This study discusses the Role of the Order Taker in the Housekeeping Department at the Harris Suites fX Sudirman Hotel. This study aims to determine the importance of the role of an order taker at the Harris Suites fX Sudirman Hotel, especially in the Housekeeping Department. This strategy is carried out as a benchmark to what extent the role of order takers is needed in the operation of a hotel. The methodology used for this study is a qualitative methodology, which is supported by observational data, documentation, and interviews. It is hoped that the results of this research can be well received, both in the industrial environment and in the community environment.

Keywords: Order Taker, Housekeeping Department, Hotel Harris Suites fX Sudirman Jakarta.