

Abstract

This project serves as a descriptive manual for operator section of Dusit Thani Bangkok in order to provide comprehensive guidelines for Communication Centre supervisors, fellow staff (especially new staff), as well as trainee that would require these informative instructions the most. The guide passes on the standard operating procedures in dealing with inline interactions with hotel guests and also outsider calls. These procedures include giving staff the hotel products knowledge. In addition, hotel staff needs to know how to operate with Triton and Opera software systems. That's why this project also establishes the knowledge in how to get hands-on these necessary software systems since these two are the ones used in Dusit Thani. Yet, the systems are also globally recognized and used by many other hospitality organizations worldwide. Thus, this practice enables to form positive perceptions towards the hotel through the seemingly sophisticated interactions and communications between the staff and the callers. Moreover, this initiative is time efficient as there are concrete sets of information's that are frequently asked by the callers. After spending some time to learn the information in the guidelines, the staff will be able to pick up the information to respond with the callers effectively and accordingly. Dusit Thani Hotel Bangkok is a leading five-star hotel in Thailand under Dusit Thani International group that owns and operates more than 13 service oriented properties in Thailand and almost 20 properties worldwide. The hotel group is going strong and expanding its wings to many other destinations in the near future. Therefore, one the most important mission is to keep on creating customer trust in the brand and this can be accomplished through the human resource development to make sure the quality in customer service from the very first step of the customer contacts and Interactions.

Key word: Dusit Worldwide / Triton / Opera / Communication Center