

### Appendix 1. Courtesy call after check in

COURTESY CALL 10 MINUTES AFTER THE GUEST CHECK IN						
No	Name	Room	Check In	Check Out	Courtesy by	Comment
1	Mr. Indra Saputra	317	6-Mar	7-Mar	Sitiya	Pak indra said everything is fine
2	Mr. Inara Mahesa Chaidir	518	6-Mar	8-Mar	Sitiya	Guest mentioned the room is huge and comfortable
3	Mr. Agustinus Bedjo	319	6-Mar	7-Mar	Susila	Guest mentioned the room was nice
4	Ms. Dewi	307	6-Mar	8-Mar	Susila	Guest Said the room was Comfy
5	I nengah Ersu Mr.	318	6-Mar	6-Mar	Susila	Guest out After C/i
6	Angani Dewi	308	6-Mar	6-Mar	Susila	Guest out After C/i
7	NASTASIA, JOSEPHINE	506	6-Mar	7-Mar	Susila	Guest said the roos is good and request 2 slippers
8	Ms. Ria Renata	522	6-Mar	8-Mar	Susila	No Answer
9	Ms. Keiko Sanjaya	524	6-Mar	8-Mar	Susila	No Answer
10	Fadlia Rizki Ms.	310	6-Mar	8-Mar	Yudhi	Guest said the room is okay but she mention one of our plug is not working properly

### Appendix 2. Handling complaint sheet

Wednesday, 06 Jun 2022													
SHEFT		AM		PM		NIS							
Staff In charge	Debs/Alia/Suci/IM	Adi/Dee/Prila	Tusti										
Reporting Time	Guest Name	Compani / Travel Agent	Room / Area	Check In	Check Out	Feedback/Matters or Concerns	Action Taken	Reportin g Depart.	Handled by	Required #BU Action by	Category/ Priority	Follow Up	Status
037	Mr.Hodi, Steven	Epeda.com	212	7-Jun	17-Jun	Guest approach to front desk and inform that TV, and the AC was not working	Apologized for the inconvenience caused and inform to Eng immediately	FO	Susila	Eng	Eng	after being check by eng, the TV was not and AC not cold enough, eng inform that the TV already reprogrammed and the AC already fixed at 14:35 susila tried to do courtesy but there is no answer Update: Andi did courtesy at 11:18 and Ms. Megan said it has been fixed and working now, she thanked for the assistance.	Resolved
116	Mr. Brown, Steven	Epeda.com	223	7-Jun	8-Jun	Guest was called from the room and reported the Mini bar was not cold	Apologized for the inconvenience caused and inform to Eng immediately	FO	Alli	Eng	Eng	After being checked by Eng, the mini bar is not cold enough and already replaced the new one by Eng. Andi did courtesy at 09:20, 20:00 but there is nobody answer the phone. Diro did courtesy call at 20:42 but no one answer the call and did courtesy call at 00:07 nobody answer. (Diro) then the guest out, extended apologize for the inconvenience cause, guest appreciate for taking care of him. (Diro) after him, mentioned will have a plan to come back again. (Diro) checked the contact number for further assistance.	Resolved

### Appendix 3. Courtesy call check out

Check Out Date: Wednesday, 27 April 2022													
Room	Name	C/I time	C/O time	Hotel car OR own transport	Drop Off Time	Time of luggage down	Wake up call	Quantity of Breakfast bet	Time of Breakfast boxes	Staff Name	Remarks	Comment	
218	Chabal Anthony, Mr.	15:49	15:00	x	x	x	x	x	x	Susila	No answer	Guest love the room.	
219	Wanto Neta, Mr.	20:14	17:00	x	x	x	x	x	x	Susila	No answer	Everything is fine	
220	Bowen Victoria, Ms.	17:00	9:30	x	x	x	x	x	x	Susila	No Answer		
221	Julyanti Anastasia, Ms.	14:09		x	x	x	x	x	x	Susila	No Answer		
222	Khozi Zi bang, Ms.	15:31	11:00	x	x	x	x	x	x	Susila		the room is good and clean	
224	Yusowara Mr.	14:06	13:00	x	x	x	x	x	x	Susila		No Comment	
302	Richards Dianne, Mrs.	19:24	8:30	x	x	x	x	x	x	Susila		Guest said the room is perfect	
308	Anandhi Greg, Mr.	22:43	18:00	x	x	x	x	x	x	Andi			
316	Takalar Tannay, Mr.	19:02								Susila		Guest said the room is good	
319	Ian Hilda, Ms.	11:46	10:00	x	x	x	x	x	x	Susila		No Comment	
321	See Inee Amanda, Ms.	11:41	10:30	x	x	x	x	x	x	Susila		No Comment	
324	Prabakarro Nurin, Mr.	18:49	13:00	x	x	x	x	x	x	Susila		The room is okay	
302	Raphael Melliana Ica, Ms.	17:07	14:00							Susila			
304	Mestre Diquel Jermis, Ms.	24:29								Susila		No Comment	
306	Haryanto Yayan, Mr.	15:27								Susila		No Comment	
314	Mulyani Mely, Ms.	14:47	14:00	x	x	x	x	x	x	Susila		No Comment	
316	Mulyani Mely, Ms.	14:47	14:00	x	x	x	x	x	x	Susila		No Comment	
318	Jeans Darren, Ms.	18:23	16:00	x	x	x	x	x	x	Susila		Everything is fine	
321	Brian Rom, Mr.	22:25	11:00	x	x	x	x	x	x	Susila		Guest said everything is so good	
324	Susilo Jonathan, Mr.	21:32								Susila		Guest said the room is good	
326	Lane-mullins Brendan, Mr.	10:23								Susila	No Answer		

### Appendix 4. Escorting guest sheet

LUGGAGE CONTROL SHEET					
No.	Guest Name	Room Number	Escorting time	Done By	Remarks
1	BUDIYANTO	204	18:20	Susila	Explained room and hotel facilities, offered further assistance and wishing guest a pleasant stay

## Appendix 5. Handling Luggage sheet

LUGGAGECONTROL SHEET							
No.	Guest Name	Room Number	Total of Luggage	Delivery Time to The Room	Pick Up Time from The Room	Done By	Remarks
1	Wirawan, Welly	121	3 luggage, 2 bag		11:40	Susila	Done
2	Abbas, Emaan	311	2 luggage 1 bag		10:35	Susila	Done
3	Djokopramono, David Mr.	314 & 512	3 luggage, 2 bag, 1 tote bag		15:02	Susila	Done
4	Ramleth Yasandani, Chan Mr.	306	3 luggage, 4 paper bag		13:04	Susila	Done
4	Tang, Kenneth	324	1 luggage	13:40		Dony	Done
5	Pujana, Owsa	303	3 luggage		14:10	Dony	Done
6	Mr. Robby	211	3 luggage		14:45	Dony	Done
7	Djiang, Chen Mr	121&212	6 luggage 3 bag		15:30	Dony	Done
8	Calista, Calista	206	2 Luggage	16:50		Peta	Done

## Appendix 6. Key card tracking

KEY CARD TRACKING ON MAY 2022									
No	Guest Name	Room	Check out	C/O TIME	Key Given	Additional	Return	Remark	Handled by
1	Kam Yan Mr.	111	12/5/2022	13:02	1		1		Susila
2	Vai Nafisa Ms.	118	12/5/2022	10:11	1				Alin
3	Bula Tommy Mr.	214	12/5/2022	11:20	2		2		Susila
4	Wisman Erni Mrs.	216	12/5/2022	11:20	2		2		Susila
5	Evelyn Viona Ms.	217	12/5/2022	11:20	2		2		Susila
6	De rijk Zoe Ms.	225	12/5/2022	12:03	1		1		Susila
7	Bates Helen Ms.	302	12/5/2022	10:36	2		2		Susila
8	Sorensen Line hentze Ms.	303						Extend Stay	
9	McNally Penny Ms.	310	12/5/2022	8:34	2		2		Alin
10	Van hejningen Jorrie Ms.	311	12/5/2022	9:11	1	1	2		Alin
11	Merritt Michaela Ms.	321						Extend Stay	
12	Xu Nuo Mr.	324	12/5/2022	12:56	1		1		Susila
13	Van voorst Matthias Mr.	304	12/5/2022	13:23	2		2		Alin
14	Saptrina Hesti Ms.	515	12/5/2022	10:29	2		2		Susila
15	Freeman Marlon Ms.	518	12/5/2022	12:10	1		1		Alin
16	Sogaard-andersen Suzanne	521						Extend Stay	

Appendix 7. Luggage tag

U Paasha Seminyak Bali  
LUGGAGE TAG  
No 021443

Arrival    Departure    Storage

Name : .....

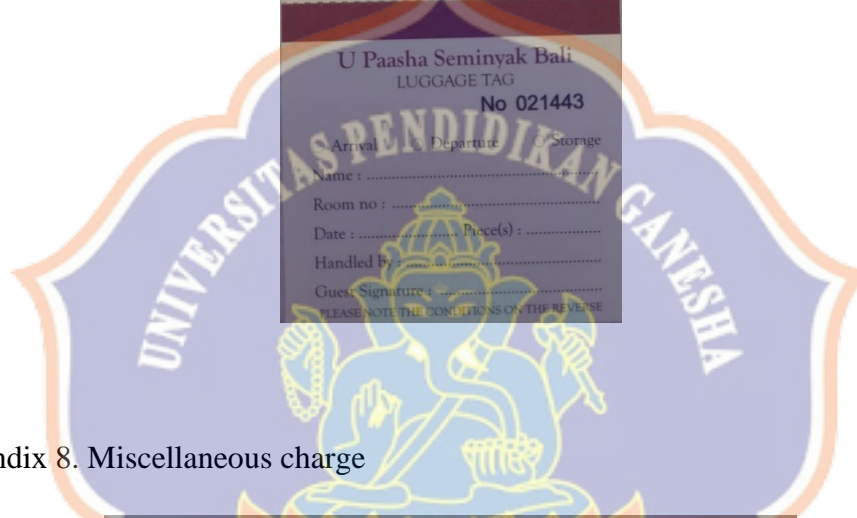
Room no : .....

Date : ..... Piece(s) : .....

Handled by : .....

Guest Signature : .....

PLEASE NOTE THE CONDITIONS ON THE REVERSE



Appendix 8. Miscellaneous charge

**U**  
PAASHA SEMINYAK  
BALI

**MISCELLANEOUS CHARGE**

No. 08152

NAME \_\_\_\_\_

ROOM/ACCT. NO. \_\_\_\_\_

DATE \_\_\_\_\_

Government tax 11%	
Service Charge 10%	
TOTAL	

HOST \_\_\_\_\_ APPROVED BY \_\_\_\_\_ GUEST SIGNATURE \_\_\_\_\_

Jalan Laksmiana, No. 77, Seminyak, Bali, Indonesia, Tel +62 361 8465 977, Fax +62 361 8465 988, www.upaashaseminyak.com

Appendix 9. Recall log

Tell Me!		U PAASHA SEMINYAK BALI		RECALL LOG		
				Department	Front Office	
				Date	Tuesday, 15 February, 2022	
TIME	ROOM NO	GUEST REQUEST	ACTION TAKEN	CALL BACK TIME	BY	COMMENTS
19:25	317	1 Towel	Inform To HK		Susila	DONE
17:53	317	4 Slipper	Inform To HK		Susila	DONE
22:35	506	Iron And Iron Board	Inform To HK		Susila	DONE

Appendix 10. Receipt

No. 02253

RECEIPT

Date .....

Received from .....

Address .....

In Payment of .....

Amount .....

Sub Total .....

V.A.T .....

Total Amount .....

Payment Method

Cash

Credit Card No. ....

Cheque Bank .....

Branch ..... Cheque No. ....

(IDR.....)

CASHIER ..... AUTHORIZED SIGNATURE .....

If payment is made by cheque, this receipt will be valid when cheque is honored



## AUTOBIOGRAPHY



Gede Susila Mantara was born on 7 September 2000 in Sudaji. He lives in Sudaji village, Sawan district, Buleleng regency, Bali. Nyoman Mandiarta is his father's name and Luh Sukertiningsih is his mother's name. He finished his primary school at SD N 3 Sudaji in the year 2013. He continued his study to junior high school at SMP N 3 Suwug and graduated in the year of 2016. In the year of 2019, He graduated from SMK N 3 Singaraja and Multimedia is his majority. Now he is a college student in Universitas Pendidikan Ganesha and is taking Diploma III English Study Program as his major. He is interested with music especially traditional music, travelling, also editing video. He just finished his last project entitled "The Identification of Front Office Standard Operational Procedures (SOP) Used in U Paasha Seminyak Bali".

