

APPENDICES

Appendix 1 The Table of Technical Terms Used by Receptionists at Hotel Indigo Bali Smeinyak Beach

No	Term	Definition
1.	Room Availability	A report that contains information on the hotel's ready to sell the rooms at the hotel.
2.	Blocking Room	An action to determine the reserved room before to the arrival of the guest at the hotel.
3.	Out of Order Room	The room that cannot be used or sold because it needs redecorated or renovated.
4.	Vacant Dirty	The empty room is awaiting cleaning. The housekeeping staff normally prepares this room for 30 minutes.
5.	Vacant Clean	The empty room that has been cleaned and prepared. This room is available for sale.
6.	Guest History Record	A reference card index listing that consisted by the name, address, the data of annual arrival,

		room rates, and variety of other the information depending on the particular facilities of the hotel.
7.	Room Rate	The amount of money that need to be paid to get a combination of a product and service.
8.	Group Rate	The guests come from one company that has been booked a room at the hotel for a day with a minimum total of rooms is 8 rooms.
9.	Walk in Guest	The guest come to the hotel directly without making a reservation before.
10.	Expected Arrival List	A list of the guests who are expected to arrive on the due date mentioned in her/his reservation beforehand.
11.	Expected Departure List	A list of the guests who are expected to departure on the due date mentioned in her/his reservation beforehand.
12.	No Show	The guests that do not come to the hotel without any notice previously.

13.	Check-in	The process used when the guests arrive at the hotel.
14.	Check-out	The process used when the guest's departure at the hotel.
15.	Late Check-out	The guests who are check-out in the due date mentioned but her/his past the hotel check-out hours.
16.	Extended	When the guest stays for an extended period of time at the hotel.
17.	Room Status Report	A report about the room status in order the report must be informed to the other department.
18.	Expected Arrival with Special Request	The guest who will arrive with special requests are also a concern when the front desk clerk preparing the arrival of the guests.
19.	Pre-payment	A payment made by the prospective guest to a room rates and facilities booked for stay before the use of the facilities at the room.

20.	Travel Agent	The room prices that regarding to the travel agent so that the travel agent get a different price for the hotel with the price of the other hotels.
21.	Miscellaneous	The receptionists manually posts a specific bill.
22.	Net Price	The price of the accommodation cannot be modified or negotiated.
23.	Guest Registration Card	A form that the guests must fill out when they register at the hotel.
24.	Release Cardver	The Card Verification is used to prevent various deposits from being made from guest accounts.
25.	Dummy	A forged reservation made in order to accommodate accommodation payments that were not made by the travel agent.
26.	Paid Out	The receptionists spends a specific amount of money from the house bank for hotel expenses.

27.	Cico	A second posting like a massage, guest order, room price, and room service to the Hotel Visual Program (VHP) for a second or additional time.
28.	Up Selling Room	The calculation the room upgrade from regular standard room to superior room as per day.
29.	Remark	A note for taking of anything like a particular needs and order by the guests.
30.	The Handy Talk	A device for communicating with other hotel employees in other departments.
31.	Courtesy Call	The process of calling guests to confirm something like asking about the guest's stay experience while at the hotel.
32.	Dead Move	A process for the transfer of guest luggage to a new room, but the guest is not in the previous room.
33.	City Ledger	A payment for guests who have bookings from offline travel agents that already have

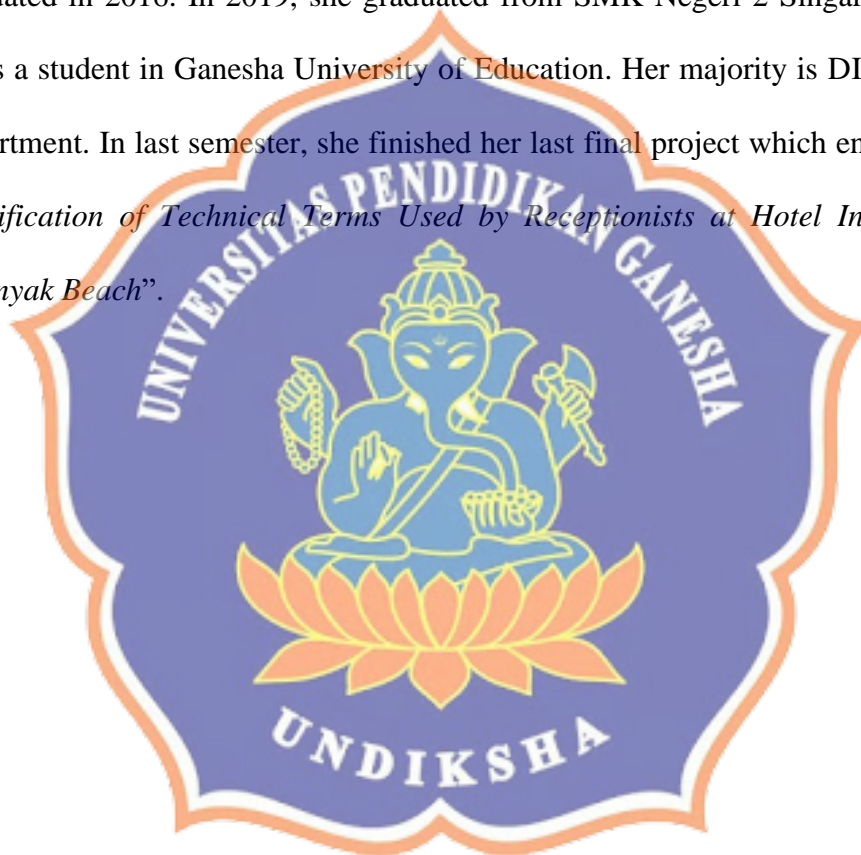
		cooperation with the hotel.
34.	Direct Billing	A payment that is usually charged to a company or group.
35.	Add-on	A process that is usually used to extend guests who make direct bookings with the hotel.
36.	Offline	A process where the receptionists makes a sale from a cardver or a deposit from a guest.
37.	Pro-forma Folio	A form which contains details of guest bills while stay at the hotel.
38.	Virtual Credit Card	An online card used by the receptionists to pay for guests who book through online travel agents, including booking.com, expedia, agoda, and etc.
39.	Nonrefundable	The amount of money that cannot be refunded to the guests.
40.	Departure Call	A process where the receptionists calls the guest who will check-out on that day but they

		still in the room until the check-out deadline.
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AUTOBIOGRAPHY

Komang Febri Aryantini was born Lumbanan Village on 27th February 2001. Her father's name is Ketut Darmika and her mother's name is Nyoman Sudarsih. She lives in Sangket Village, Buleleng Sub-District, Buleleng Regency, Bali. The writer finished her elementary school at SD Negeri 4 Sukasada and graduated in 2013. She continued to junior high school at SMP Negeri 1 Sukasada and graduated in 2016. In 2019, she graduated from SMK Negeri 2 Singaraja. Now, she is a student in Ganesha University of Education. Her majority is DIII English Department. In last semester, she finished her last final project which entitled "*An Identification of Technical Terms Used by Receptionists at Hotel Indigo Bali Seminyak Beach*".




PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul “**AN IDENTIFICATION OF TECHNICAL TERMS USED BY RECEPTIONISTS AT HOTEL INDIGO BALI SEMINYAK BEACH**” beserta seluruh isinya adalah benar karya sendiri dan tidak melakukan penjiplakan dan mengutip dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan saya ini saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan karya saya ini, atau ada klaim terhadap keaslian karya saya ini.



Singaraja,

Yang membuat pernyataan,


Komang Febri Aryantini

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