



APPENDICES

Appendix 1 Host/Receptionist Desk



Appendix 2 EDC (Electronic Data Capture) Machine



Appendix 3 Guest's Bill



Appendix 4 Example of Cash Deposit

21-30/01/2020
~~20/01/2020~~
21/01/2020 - 20/01/2020

Sample
Cash Deposit
No. 01772

PAASHA SEMINYAK
BALI

RECEIPT

Date 21/01/2020

Received from Mr. Antonio Butera # 111

Address

In Payment of IDR 1.000.000

Amount
IDR 1.000.000
Sub Total
V.A.T
Total Amount
IDR 1.000.000

Payment Method

Cash

Credit Card No.

Cheque Bank

Branch Cheque No.

(IDR 1.000.000)

Marga Fulhamah
Cashier


Authorized Signature

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

Appendix 5 Guest's Registration Card/Form

GUEST REGISTRATION CARD			
25/02/2020 <small>Arrival Date</small>	02/03/2020 <small>Departure Date</small>	2 / 0 <small>Adult (s) / Children</small>	109 <small>Room Number</small>
_____	BNPLRB <small>Daily Room Rate</small>	Suite Non-Smoking King Bed <small>Room Type</small>	_____
Name <u>Ms.Susan Lee Gerrard</u>			
Address <u>79 PLORENCE ST</u>			
City / Town <u>COTTESLOE</u>		Postal / Zip Code <u>6011</u>	
Email Address <u>thegerrards2@bigpond.com</u>		Country <u>Australia</u>	
61 411 837116 <small>Telephone</small>		_____ <small>Fax</small>	
AUSTRALIAN <small>Nationality</small>		_____ <small>Date of Birth</small>	_____ <small>Passport / ID Number</small>
_____ <small>FF Number</small>		_____ <small>FF Number</small>	
Newspaper	<input type="checkbox"/> International Herald Tribune	<input type="checkbox"/> Kompas	<input type="checkbox"/> Jakarta Post
Room Preference	<input type="checkbox"/> Smoking	<input type="checkbox"/> Non Smoking	Bed Preference <input type="checkbox"/> King Bed <input type="checkbox"/> Twin Bed
Method of Payment	<input type="checkbox"/> Cash	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Travel Agent <input type="checkbox"/> Company
Important Information			
<p>Room rates are subject to 11 % government tax and 10% service charge. All guests and their visitors are required to present an original and valid passport or ID card for security purposes. Money, jewelry and other valuables must be placed in the safe deposit box available in the room otherwise the hotel and management cannot be held responsible for any loss howsoever caused.</p>			
Confirmation No 74418		Guest Signature <u>S. Gerrard</u>	
<p>Notwithstanding any method of payment, I agree that I am personally liable for all costs and charges incurred during my stay. In the event that any such costs and charges are not paid in full I confirm that my responsibility in that regard is not waived or released in anyway.</p> <p>Non-smoking guestrooms at this hotel are designated as non-smoking. If smoking occurs in such guestrooms these rooms shall be subject to additional cleaning fees and/or fines. This hotel shall charge an additional cleaning fee of IDR 1,000,000 in the event of not being able to re-sell a room due to smoke residue. Should you smoke in this room, your signature on this registration card and/or the credit card authorization form used to secure the charges for your stay authorizes these additional charges to be placed on your room bill.</p>			
		Guest Signature <u>[Signature]</u>	
Jalan Laksmna No 77 Seminyak 80361, Bali, Indonesia. Tel +62 361 8465977, Fax +62 361 8465988 www.uhotelsresorts.com/upaashaseminyak.com			

Appendix 6 Example of Local Standard Operating Procedure Check Out



Local Standard Operating Procedure

Subject:	Check Out Process	Department:	Front Office
Reference:	UPB-FO-070	Page:	3
Issued date:	27-Apr-2017	Updated:	27-Apr-2017
Issued by:	Front Office Manager	Approved by:	General Manager

LSOP – UPB – FO – 070 Check Out Process

Objective:
To create a smooth, fast, friendly and efficient check out before leaving U Paasha Seminyak Bali

Procedure:

SMILE	Make sure you are always smiling at our guests, it's the first thing they notice.
GREET GUEST	When a guest approaches front desk, you should initiate service, using the guest's name if known, with a warm welcome, a smile, eye contact and friendly greeting : <i>"Good morning sir/Madam. May I help you?"</i>
CONFIRM GUEST CHECKING OUT	Ask guest to take a seat and confirm <ul style="list-style-type: none"> Name Room number If they consumed anything from the mini bar in the past day Check guest has cleared safe and ask if they require assistance with luggage.
PRESENT BILL	Present the bill to the guest, ensuring you explain the charges and show the amount owing.
ASK FOR FEEDACK	Ask guest how there stay was.
CONFIRM METHOD OF PAYMENT	Confirm with guest their method of payment If guest paying with credit card <ul style="list-style-type: none"> Ask guest if they would like to use the method of payment provided at check in. Ask guest for card to process payment and check card details match with PMS. Use "offline" mode on credit card machine, using the approval amount and authorization code in the PMS. Ask guest to sign the receipt. Should payment be declined, discretely ask guest for another

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	method of payment. If guest is paying with cash <ul style="list-style-type: none"> It is preferred if guest pays in IDR. Collect money from guest and count on the reception desk in view of guest. Post payment in PMS. Provide receipt showing paid to guest.
ASK GUEST REGARDING TRANSPORT	Ask guest if they have transport arranged. <ul style="list-style-type: none"> If guest requires a taxi inform security If guest requires transfer please process.
THANK GUEST	Thank guest and invite them to return to U Paasha <ul style="list-style-type: none"> "Thank you very much for staying with us and we look forward to welcoming you back next time you are in Bali"
ASSIST WITH BAGGAGE	Assist guest with luggage if required.

Issued by, _____

Approved by, _____

Front Office Manager

General Manager

