

APPENDICES

Appendix 1 The Questionnaire of Step in Handling Check-in Guests at U Paasha Seminyak Hotel

Respondent : A

Week : 1

No.	Activity	Expressions	Functions
1.	Greeting, Welcoming and Offering Assistance	“Good afternoon, Sir. Welcome to U Paasha Seminyak Hotel, How may I assist you?”	- Greeting, Welcoming - Offering Assistance
2.	Checking it in the system	“Please wait for a moment while I’m checking your reservation data, Mr. Pickford”	- Asking permission
3.	Asking for identity card	“May I borrow both of ID/passport, please?”	- Asking permission
4.	Registration	“Would you write down your home address, city, email address and phone number, Mr. Pickford”	- Asking permission
5.	Reconfirm the booking	“Alright, I would like to reconfirm your booking, you started stay with us from 28 th to 30 th of January, for 3 nights in suite room non-smoking twin bed, is that correct?”	- Giving information
6.	Payment	“Your payment will be settled by Traveloka”	- Giving information

7.	Asking for Deposit	“For your convenience during your stay, I required credit card or cash for incidental charges? This is not process but hold for the duration of your stay, allow me to hold Rp.1.000.000, please”	- Asking permission
8.	Explaining Facilities	“Please allow me to explain you about facilities of the hotel, Alcove Restaurant opens at 06.30 A.M.-11.00 P.M. The breakfast tomorrow started from 06.30 A.M.-11.00 A.M. If you miss the breakfast, you can take by alacarte menus until 11.00 P.M. For GYM opens at 06.00 A.M.-11.00 P.M. And Swimming pool opens at 07.00 A.M.-07.00 P.M. Then, Rooftop bar opens at 09.00 A.M.-10.00 P.M. And then, Aero bar opens at 04.00 A.M.-12.00 P.M.”	- Giving information
9.	Tell the guest room is ready and showing the room	“At the moment your room is ready and this is the room number on the 1 st floor”	- Giving information

	number		
10.	Pass the room key to the guest	“Here are 2 room key, Mr. Pickford. The first room key used to open the door and The second used to turn on electricity inside the room”	- Giving information
11.	Give a chance to the guest for choose the soap selection	“There are soap selection in our hotel, you can choose 2 type of soap want to setup in the room. We already setup 2 Jasmine soap in the room for standard of our hotel”	- Offering something
12.	Call and introduce the bellboy	“This is Putu our bellboy, he will escort you to your room”	- Giving information
13.	Bellboy check the luggage	“Excuse me Mr. Pickford, I would like to reconfirm your belongings, you have 4 luggage, is that correct?”	- Giving information
14.	Thanking and wishing pleasant stay	“My name is Yudha as a receptionist in this hotel, thank you very much for choosing our hotel as the best place to stay, enjoy your stay, Mr. Pickford”	- Thanking for check-in - Wishing pleasant stay
15.	Bellboy escort the guests to their rooms	“This way please, Mr. Pickford, I will escort you to your room”	- Offering assistance

Appendix 2 The Questionnaire of Step in Handling Check-out Guests at U Paasha Seminyak Hotel

Respondent : A

Week : 1

No.	Activity	Expressions	Functions
1.	Greeting and offering assistance	“Good morning, Mr. Pickford. How may I assist you?”	- Greeting - Offering Assistance
2.	Asking the room number	“May I know your room number, Mr. Pickford?”	- Asking the room number
3.	Reconfirm the name of the guest based on the system	“Alright, under the name is Mr. Pickford you checked-in on 28 th to 30 th of January, is that right, Mr. Pickford?”	- Giving information
4.	Print the bill	“Please wait for a moment I will print out your bill, Mr. Pickford”	- Asking permission
5.	Show the bill	“Here is your bill, Mr. Pickford, the amount is Rp.2.000.000”	- Giving information
6.	Asking guest to check the bill	“Could you recheck the bill first, Mr. Pickford”	- Asking permission
7.	Contact the Housekeeping (HK) Staff	“Please wait for a moment, I would like to contact our Housekeeping (HK) Staff to make sure nothing left in your room, Mr. Pickford”	- Asking permission
8.	Asking about the	“How’s your stay, Mr.	- Asking about the guest’s

	stay	Pickford?”	stay
9.	Asking from minibar	“Is there any last consumption from minibar last night, Mr. Pickford?”	- Asking information
10.	Asking method of payment	“How would you like to pay, Mr. Pickford?”	- Asking permission
11.	Borrow the credit card	“Could I borrow your credit card, Mr. Pickford?”	- Asking permission
12.	Return the credit card	“Here is your credit card, thank you”	- Giving information
13.	Release the deposit	“Your deposit has been released. Let see (-) Rp. 1.000.000, Mr. Pickford”	- Giving information
14.	Sign the bill	“Would you like to sign it here, please”	- Asking permission
15.	Give the original bill	“Here is a copy of bill for you”	- Giving information
16.	Give the trip advisor card	Thank you so much for your stay and much appreciated if you have spare time to share your experience on Trip Advisor, easier for you just scanning this barcode”	- Thanking for staying - Asking permission
17.	Offer the transportation	“Have you arranged your transportation to the airport?”	- Offering the hotel’s transportation
18.	Remind guest for the luggage	“Have you checked that your luggage has been taken?”	- Reminding the guests about their luggage

19.	Wish the guest farewell	“My name is Yudha as a receptionist in this hotel, thank you for staying with us, Mr. Pickford, have a pleasant journey”	- Thanking for staying - wishing the guests have a pleasant journey
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Appendix 3 Registration Card Form

GUEST REGISTRATION CARD

18/01/2020 19/01/2020 2 / 0
 Arrival Date Departure Date Adult / Children Room Number

Daily Room Rate BNP/BR Suite Non-Smoking King Bed
 Daily Room Rate Room Type

Name Ms Liu Ho
 Address

City / Town Postal / Zip Code

Email Address li_lee@yahoo.com Country Australia

D 0 6593676674
 Telephone Fax

AUSTRALIAN Date of Birth Passport / ID Number FF Number

Newspaper International Herald Tribune Kompas Jakarta Post
 Room Preference Smoking Non Smoking Bed Preference King Bed Twin Bed

Method of Payment Cash Credit Card Travel Agent Company

Important Information

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 however caused.

Confirmation No 23856 Guest Signature

Note (in standing 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 understand that my responsibility in that regard is not waived or released in anyway.

Non-smoking guestrooms at this hotel are designated as non-smoking. If smoking occurs in such guestrooms those 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-use a room due to smoking. 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 listed on your room bill.

Guest Signature

Jalan Laksmi No 77 Senen 10361, Dk. Indonesia, Tel +62 21 41 05 27, Fax +62 21 8455988
 www.abogastore.com/upaaham@tel.com

Note:

Registration Card Form are usually used for fill out data of the guests upon guest check-in in the hotel. Guest will be writing home address, city, e-mail address, telephone number, reading the policy and twice of the guest's signature.

Appendix 4 Invoice Order Form

U
PAAHA SEMINORAK
BALI

INVOICE ORDER

UPS : 08478

Guest Name : Date Out : Date In :
Room No. : Time Out : Time In :
Descriptions :

Sales Signature	Guests Signature

Car Type : Police No. :
Driver's Name : Payment Type : CC Cash Room Charge :

CHARGES

Rental Charge	Rp.	_____
Less Discount	Rp.	_____
Net Rental Charge	Rp.	_____
Additional hours	Rp.	_____
Others	Rp.	_____
Total Rental Charge	Rp.	_____

Note:

Invoice Order Form are usually used for any transportation of the hotel request by the guest. For example: pick up guest, drop off guest and shuttle services by request of the guests.



Appendix 5 Miscellaneous Form

U
PLAZA SEMINYAK
BALI

MISCELLANEOUS CHARGE

No. 06624

NAME _____
ROOM/ACCT. NO. _____
DATE _____

	Government tax 11%
	Service Charge 10%
	TOTAL

HOST _____ APPROVED BY _____ GUEST SIGNATURE _____

Jalan Laksmi, No. 77, Seminyak, Bali, Indonesia, Tel +62 361 8465 973, Fax +62 361 8465 966, www.uplazaseminyak.com

Note:

Miscellaneous Form are usually used for all payments of the guests that don't use billing numbers. If there are billing of the guests outside of room payment will put in the guest's bill and can be settled upon check-out.

Appendix 6 Cash Receipt Form

U
PAASHA RESORTS
BALI

31/1 - 4/2

No. 01797

RECEIPT

Date 3/1/1

Received from U Paasha Seminyak
Address Jalan Ikatmana no 77

In Payment of incidental charges
Ms. Chloe Nayar # 202

Amount
500.000

Payment Method

Cash

Credit Card No.

Cheque Bank

Sub Total

V.A.T

Total Amount

Branch Cheque No.

(IDR.....)

Cashier

Authorized Signature

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

Note:

Cash Receipt Form are usually used for deposit of the guests by using cash upon check-in. If the guests don't have a credit card for deposit during their stay. The guest's cash could covering all of consumption during their stay.

Appendix 7 Minibar Form

No. 41629

U
U Pasha Seminyak Bali
Jalan Laksmi, No. 77
Seminyak, Bali, Indonesia
Telp. +62 361 8465 977
Fak. +62 361 8465 988
www.upashaseminyak.com

MINI BAR

Dear Guest,

These refreshments have been placed in your room for your convenience. All prices are subject to service charge and government tax. Every mini bar item opened will be charged according to the price list below. Should you require any items to be replenished kindly press the Ur-Flow button on your in-room phone. We will replace the refreshments daily and charge directly to your bill. A copy will be left for your reference on the day of your departure.

Thank you.

Stock	Unit	Items	Consumed	Unit Price (in Rupiah)	Amount
	2	Coca Cola 330 ml		28.000	
	2	Diet Coke 330 ml		28.000	
	2	Sprite Can 330 ml		28.000	
	1	Soda Water 330 ml		28.000	
	2	Equal Natural Water 380 ml		28.000	
	2	Bintang Beer Bottle 330 ml		40.000	
	2	Heineken Beer Bottle 330 ml		55.000	
	1	Pringles 42g		28.000	
	1	Peanuts 40g		22.000	
	1	Bottle opener		60.000	
PAY TO THE CASHIER ONLY				11% Government tax	
				10% Service charge	
				TOTAL	

Guest Name : _____
Signature : _____
Room No. : _____

Note:

Minibar Form are usually used for report of guest's payment about consumption from minibar during their stay. Meanwhile, the Housekeeping (HK) Staff must be double check inside room for what guests drink or eat during their stay. The guest's bill will be settled upon check-out.

Appendix 8 Rebate Form

U
PIAHIA SEMINYAK
BALI

REBATE

No. 03085

NAME _____

ROOM/ACCT. NO. _____

DATE _____

	Government tax 11%
	Service Charge 10%
	TOTAL

HOST _____ APPROVED BY _____ GUEST SIGNATURE _____

Jalan Laksmana, No. 77, Seminyak, Bali, Indonesia, Tel +62 361 8465 977, Fax +62 361 8465 988, www.uglass-seminyak.com

Note:

Rebate Form are usually used if there are some bill of guests that aren't updated in the system and guests have left in the hotel. So, as a receptionist must input bills from guests what are left behind.

AUTOBIOGRAPHY



Kadek Yudha Septiawan was born in Sinabun village on 09th September 1999. His father's name is Nengah Siatnya and his mother's name is Ni Made Suri Kami. He lives in Sinabun village, Buleleng district, Bali.

The writer finished his elementary school at SD Negeri 3 Banjar Jawa and graduated in 2011. He continued to junior high school at SMP Negeri 2 Singaraja and graduated in 2014. In 2017, he graduated from SMA Negeri 4 Singaraja and is majority is language class. Now, he is a student in Undiksha University. His majority is Diploma III English Department. In last semester, he finished his last project entitle” The Identification of Language Expressions and Function in Handling Check-in and Check-out at U Paasha Seminyak”.