## **APPENDICES**

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

Respondent : A Week : 1

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

7.	Asking for Deposit	"For your convenience	- Asking permission
		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"	
8.	Explaining	"Please allow me to explain	- Giving information
	Facilities	you about facilities of the	
		hotel, Alcove Restaurant	
		opens at 06.30 A.M11.00	
		P.M. The breakfast	
	A B	tomorrow started from	
	Na	06.30 A.M11.00 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.M11.00	
		P.M. And Swimming pool	
		opens at 07.00 A.M07.00	
		P.M. Then, Rooftop bar	
		opens at 09.00 A.M10.00	
		P.M. And then, Aero bar	
		opens at 04.00 A.M12.00	
		P.M."	
9.	Tell the guest room	"At the moment your room	- Giving information
	is ready and	is ready and this is the room	
	showing the room	number on the 1 <sup>st</sup> floor"	

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

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

Respondent : A Week : 1

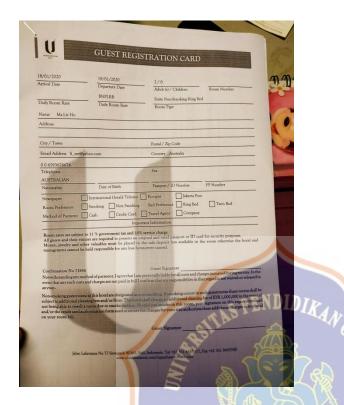
No.	Activity	Expressions	Functions
1.	Greeting and	"Good morning, Mr.	- Greeting
	offering assistance	Pickford. How may I assist	- Offering Assistance
		you?"	
2.	Asking the room	"May I know your room	- Asking the room number
	number	number, Mr. Pickford?"	
3.	Reconfirm the	"Alright, under the name is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

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

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



## Appendix 3 Registration Card Form



#### 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.

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#### Appendix 4 Invoice Order Form



#### 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



## 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

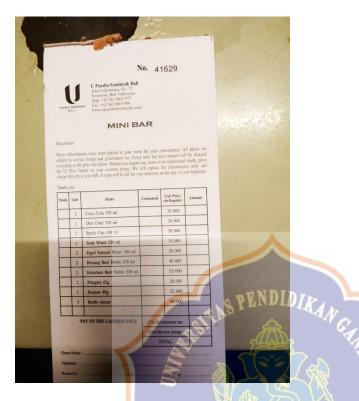


#### Note:

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.

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## Appendix 7 Minibar Form



#### 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



## 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 09<sup>th</sup> 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".

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