

APPENDICES



Appendix 1 Questionnaire of The Procedure in Handling Check-In under New Normal Condition.

RESPONDEN:

SECTION A

Please give a check (\checkmark) on this form if you use the steps when handling guest check-in under new normal. You may add more job desks if you do other than the ones you find on this form.

No	Job Desk	The Procedures	Responses
1.	Welcoming guest	a. Greeting the guest	
		b. Offering help	
		c. Inviting guest to sit down	
2.	Identifying purpose	a. Asking the purpose of coming	
		b. Giving some information	
3A.	Asking reservation (If the guest has reservation)	a. Asking voucher guarantee letter	
		b. Check the reservation in the system	
		c. Confirming a guest reservation	
3B.	Asking reservation (If the guest doesn't have reservation)	a. Offering room type	
		b. Closing room selling	
		c. Information room selling	
		d. Responding discount for room rate	
		e. Asking a number of rooms	
		f. Asking length of stay	
4.	Checking room status	a. Check room status	
5.	Asking guests to fill registration card	a. Asking guests to fill registration card	
6.	Rechecking registration card	a. Rechecking registration card	
7.	Asking method of payment	a. Asking method of payment	
8.	Asking for a room deposit	a. Asking for a room deposit	
9.	Borrowing credit card	a. Borrowing credit card	

10.	Giving guest card, welcoming card, and room key	a. Giving guest card and room key	
11.	Showing readiness to serve	a. Showing readiness to serve	
12.	Wishing guest a nice stay	a. Wishing guest a nice stay	



Appendix 2 Questionnaire of Language Expression in Handling Check-In under New Normal Condition.

SECTION B

Please provide a language expression that you often use when handling under new normal guest check-in. You may add more job desks if you do other than the ones you find on this form.

No	Procedure	Language Expressions
1.	Welcoming guest	
2.	Identifying purpose	
3.	Asking for guest reservation	
3A.	4. Asking voucher/ guarantee letter (If the guest has reservation)	
	5. Checking guest reservation (If the guest has reservation)	
	6. Confirming a guest reservation (If the guest has reservation)	
3B.	7. Offering room type (If the guest doesn't have reservation)	
	8. Closing room selling (If the guest doesn't have reservation)	
	9. Informating room rate (If the guest doesn't have reservation)	

	10. Responding discount for room rate (If the guest doesn't have reservation)	
	11. Asking a number of rooms (If the guest doesn't have reservation)	
	12. Asking length of stay (If the guest doesn't have reservation)	
4.	Checking room status	
5.	Asking guests to fill registration card	
6.	Rechecking registration card	
7.	Asking method of payment	
8.	Asking for a room deposit	
9.	Borrowing credit card	
10.	Giving guest card, welcoming card, and room key	
11.	Showing readiness to serve	
12.	Wishing guest a nice stay	

Appendix 3 Reservation Form at Puri Saron Hotel Baruna Beach Cottages




PURI SARON BARUNA VILLAS & SPA
RESERVATION FORM

Date :

		Check In	
		Check out	
Room	Type (SGL/DBL/TWIN/TRPL)	Rates	Remarks
Superior			
Junior Suite			
Deluxe			
President Suite			
Villa 1 bed room			
Villa 2 bed room			
Other request :			
Contact person	Company :		
Reserved by	Status :		
Telp./ Mobile no	Fax :		
Payment by	Deposit :		
Received by	Cut of date :		
Note :			



Appendix 4 Formulir A at Puri Saron Hotel Baruna Beach Cottages



PURI SARON LOVINA

FORMULIR "A"

Please keep this form and present it to the immigration officer on departure from Indonesia

Nº

PLEASE WRITE IN BLOCK LETTER

TGL DATANG ARRIVAL DATE	DATANG DARI COMING FROM	TGL BERANGKAT DEPARTURE DATE	PERGI TO GOING TO
NAMA FAMILY NAME		NAMA NAME	
KEBANGSAAN NATIONALITY	KTP / SIM PASSPORT NO.	TGL DIKELUARKAN DATE OF ISSUE	TGL LAHIR DATE OF BIRTH
PEKERJAAN PROFESSION	NAMA PERUSAHAAN COMPANY NAME	MAKSUD KUNJUNGAN PURPOSE OF VISIT	
ALAMAT RUMAH : HOME ADDRESS		TANDA TANGAN / SIGNATURE	
VISA / VISUM :		<input type="checkbox"/> PLEASURE <input type="checkbox"/> BUSINESS <input type="checkbox"/> OFFICIAL	
<input type="checkbox"/> TRANSIT <input type="checkbox"/> TOURIST <input type="checkbox"/> VISIT <input type="checkbox"/> BUSINESS <input type="checkbox"/> STAY			
ROOM NO.	PERS	ROOM RATE	REPRESENT
TYPE OF ROOM	CLERK	RESV	WI
C/R	CHECKED BY		



Appendix 5 Miscellaneous Charge at Puri Saron Hotel Baruna Beach Cottages



PURI SARON LOVINA

MISCELLANEOUS CHARGE

NAME : NO. : **07246**
ROOM NO. : DATE :

DESCRIPTION	AMOUNT
	Rp.
	Rp.
	Rp.
	Rp.
TOTAL	Rp.


PREPARED BY,

SIGNATURE BY,

Desa Pemaron, Lovina Beach, Singaraja - Bali
Ph. (0362) 41745, Fax. (0362) 41252



Appendix 6 Cash Voucher at Puri Saron Hotel Baruna Beach Cottages

 **PURI SARON LOVINA**
Desa Pemaron, Baruna Beach, Singaraja - Bali
Tel. (0362) 41745 - Fax. (0362) 41252

No. : _____
Bank : _____
C/A : _____

CASH VOUCHER

Paid to _____
Received from _____

US \$ _____
Rp. _____

Being Payment of : _____

Approved	Checked by	Prepared

Singaraja, _____
Received by
(_____)



AUTOBHIOGRAPHY



Putu Dewi Ari Yanti was born in Pengastulan village on 02nd August 2000. His father's name is Gede Sarjana and his mother's name is Made Sutami. She lives in Pengastulan village, Buleleng District, Bali.

The writer finished her kindergarten at TK Kumara Widyastawa and graduated in the year 2006. She continued elementary school at SD Negeri 1 Pengastulan and graduated in 2012. She continued to junior high school at SMP PGRI Seririt and graduated in 2015. In 2018, she graduated from SMA Negeri 1 Seririt, and her majority is language class. Now, she is a student at Undiksha University. Her majority is Diploma III English Department. In last semester, she finished her last project entitled "Procedures and Language Expressions of Handling Check-In at Puri Saron Hotel Baruna Beach Cottages under New Normal Condition".

