

## APPENDICES

### Appendix 1

#### The Observation Sheet

Question about the Front Office trainee's duties at Taman Surgawi Resort & Spa before and during Covid-19 pandemic.

No	Questions
1	What are the duties that should be performed by the Front Office trainee before pandemic of Covid-19?
2	What are the duties that should be performed by the Front Office trainee during pandemic of Covid-19?
3	How big the impact of pandemic to the operational of Taman Surgawi Resort & Spa?
4	How the pandemic affects the duties of Front Office trainee?
5	What provisions are needed by Front Office trainee when carrying out the duties during pandemic?

#### Result of The Observation Sheet

No	Response
1	The duties are: updating data in computer, handling incoming or outgoing calls, handling wake-up calls, handling complaints, giving information to the guests.
2	The duties are: updating data in computer, handling Check-in and Check-out, handling incoming or outgoing calls, handling wake-up calls, handling complaints, giving information to the guests, , inputting new data from online booking to the computer, assisting the gardener to clean front yard and parking area, assisting Kitchen staff to preparing breakfast for the guest, handling room service breakfast for the guest, preparing rooms, preparing pool towels, handling guests who want to swim at the Resort's pool.
3	The impact of pandemic to resort's operational is very significant, because the less number of guests so the income of the resort are

	decreased. This situation makes lot of employees send home. And if there is a guest in resort, the manager will call the staff and the salary for the staff are payed daily just when the are work or on call. The restaurant of the resort which usually open every day for public also closed because of this situation.
4	Because lot of employee are send home in almost every department, so to make the resort's operational still continues the general manager tell the Front Office trainee to help others department. So, the duties of Front Office trainee are increase.
5	In pandemic situation, hotels in Bali are still allowed to open but using health protocol. When the trainee take their duties they must use mask, hand gloves and also face shield.



## Appendix 2

### Front Desk Taman Surgawi Resort & Spa



### Guest Registration Card

**taman surgawi**  
resort & spa karangasem - bali

**GUEST REGISTRATION**  
PLEASE WRITE IN BLOCK LETTERS

Account Number	Arrival Date	Departure Date	Arrival Time	Room Type	No of Guest	Advance Deposit	Room Number
Full Name		Date of Birth	Nationality	Passport	Phone		
				No.			
				Exp. Date			
E-mail / Fax	Profession	Company Name	Purpose of Visit		Repeater		
			Pleasure /	Business /	2nd /	More /	No /
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Address			Methods of Payment				
			Cash	Company	Credit Card	Voucher	Other
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Next Destination							

- Check in time 14 00 Hrs
- Check out time 12 noon. Additional charge will be levied for any extended period
- The Hotel will not be held responsible for any valuables left by the guest in the room  
Room safe deposit boxes are available in the Villa and are also available free of charge at the Front desk.
- All rates are subject to 21% service charge and applicable government tax.
- Regardless of charge instructions, I acknowledge that I am personally liable for the payment of my statement of account.