



JURNAL PENGABDIAN DOSEN REPUBLIK INDONESIA

Journal Homepage: www.balilanguageassistance.com

Pelatihan Penanganan Tamu Walk-In Guests Bagi Mahasiswa China Pada Program Summer Course 2024 di Universitas Triatma Mulya

Ni Luh Putu Sri Widhiastuty¹, I Made Gede Darma Susila²

Universitas Triatma Mulya¹²

sri.widhiastuty@triatmamulya.ac.id¹, darma.susila@triatmamulya.ac.id²

ABSTRAK

Tulisan artikel pengabdian kepada masyarakat yang berjudul "Pelatihan Penanganan Tamu Walk-In Guests Bagi Mahasiswa China Pada Program Summer Course 2024 di Universitas Triatma Mulya" bertujuan untuk memberikan pemahaman, menambah wawasan serta pengetahuan tentang penanganan tamu yang datang ke hotel tanpa melakukan pemesanan bagi para peserta *Summer Course* HK. Haiban dari Cina tentang pariwisata dan perhotelan di Bali secara umum, disamping itu tulisan artikel pengabdian kepada masyarakat ini bertujuan untuk memberikan deskripsi singkat tentang pemesanan kamar di hotel (*room reservation*), pengenalan tentang *walk-in individual guest reservation*, dan contoh-contoh percakapan tentang *hotel reservation (walk-in guest)*. Materi tulisan artikel pengabdian kepada masyarakat ini merujuk dan/atau diadaptasikan dari sumber-sumber bacaan/referensi tentang pariwisata, perhotelan dan bahasa Inggris profesi bidang pariwisata dan perhotelan. Hasil dan pembahasan menunjukkan bahwa para peserta program *summer course* telah memiliki pemahaman, wawasan dan pengetahuan tentang materi yang telah disajikan terkait tentang pariwisata dan perhotelan khususnya tentang tamu *walk-in* atau tamu menginap di hotel tanpa melakukan pemesanan kamar terlebih dahulu.

ARTICLE HISTORY

Sent 01 June 2024

Accepted 13 June 2024

Approved 27 August 2024

Published 01 September 2024

KATA KUNCI

Pariwisata; Perhotelan;
Kantor Depan; Pemesanan
Kamar; *Walk-in Guest*

1. Pendahuluan

Pariwisata menjadi salah satu sektor bisnis andalan di banyak negara di belahan dunia dewasa ini, baik itu negara maju maupun negara berkembang, termasuk di dalamnya Indonesia. Bagi Indonesia pariwisata merupakan salah satu sektor yang sangat penting dalam pertumbuhan perekonomian negara karena sektor ini mampu berperan sebagai penghasil devisa utama bagi negara (Arjana, 2016).

Sebagai salah satu daerah tujuan wisata dunia, Indonesia banyak diminati oleh para wisatawan mancanegara karena terdapat banyak potensi wisata yang sangat mempesona, salah satu daerah tujuan wisata unggulan yang ada di Indonesia adalah Bali. Bali merupakan salah satu daerah tujuan wisata yang sangat diminati oleh para wisatawan, baik itu wisatawan mancanegara maupun wisatawan domestik (Pitana dan Surya Diarta, 2014).

Bali merupakan salah satu primadona pariwisata Indonesia yang sudah sangat terkenal diseluruh dunia. Selain terkenal karena keindahan alamnya, terutama pantainya, pulau Bali juga unik dan menarik. Perkembangan pariwisata yang semakin pesat dan kompleks telah menjadikan Bali sebagai salah satu destinasi pariwisata terpopuler di dunia saat ini. Dengan didukung oleh keindahan alamnya, keunikan

adat istiadat, tradisi dan budayanya, maka potensi pengembangan aktivitas kepariwisataan di Bali masih terbuka lebar (Suarta dan Purwa Sudarta, 2017).

Dengan semakin pesatnya perkembangan sektor pariwisata dan terus meningkatnya kunjungan wisatawan ke Bali, maka sangat diperlukan adanya ketersediaan berbagai sarana dan prasarana pendukung sektor pariwisata seperti tersedianya sarana dan prasarana akomodasi, transportasi, fasilitas makanan dan minuman, dan sebagainya. Salah satu sarana dan prasarana pendukung pariwisata yang sangat penting dan mutlak harus ada yakni penyediaan sarana akomodasi, yang merupakan penyediaan kamar dan fasilitas lainnya serta pelayanan yang diperlukan. Kata "akomodasi" yang diserap ke dalam bahasa Indonesia dari kata bahasa Inggris "accomodation" yang memiliki beberapa makna, seperti :1) penginapan, 2) makanan dan penginapan, dan 3) tempat duduk, kamar tidur (Sulastiyono, 2016).

Hotel adalah suatu jenis akomodasi yang menggunakan sebagian atau seluruh bangunan untuk menyediakan jasa penginapan, makanan dan minuman serta jasa penunjang lainnya bagi umum yang dikelola secara komersial. Dari penjelasan tersebut dapat disimpulkan bahwa hotel seharusnya mencakup hal-hal seperti berikut: 1) suatu jenis akomodasi, 2) menggunakan sebagian atau seluruh bangunan yang ada, 3) menyediakan jasa penginapan, makanan dan minuman serta jasa penunjang lainnya, 4) disediakan untuk umum, dan 5) dikelola secara komersial (Sulastiyono, 2016).

Dalam sebuah hotel, pada umumnya terdapat beberapa bagian atau departemen, salah satunya adalah departemen kantor depan atau *Front Office Department*. Hal ini benar karena kenyataan menunjukkan bahwa hampir seluruh aktivitas yang berlangsung di hotel terkait dengan departemen kantor depan (*Front Office Department*). Para tamu sebelum datang ke hotel, sebagian tamu telah berkomunikasi dengan staf kantor depan, ketika tiba di hotel, pelanggan juga disambut oleh petugas *doorman* dan *porter* yang menawarkan untuk membawakan barang bawaannya.

Kantor depan hotel terbagi menjadi beberapa sub bagian, yang masing-masing sub bagian memiliki fungsi peranan yang berbeda. Adapun sub bagian yang terdapat di kantor depan adalah sebagai berikut:

- (1) Pelayanan Pemesanan Kamar (*Reservation Service*)
- (2) Pelayanan Penanganan Barang-barang Tamu (*Porter atau Bell Captain, Desk Service*)
- (3) Pelayanan Informasi (*information service*)
- (4) Pelayanan *Check-in* dan *Check-out* Tamu (*Reception atau Front Desk*)
- (5) Kasir Kantor Depan Hotel (*Front Office Cashier*) (Sulastiyono, 2016)

Dari kelima sub bagian yang terdapat di Kantor Depan Hotel (*Front Office*) seperti yang telah disebutkan pada bagian terdahulu, pada bagian berikut yaitu bagian Pembahasan hanya dua sub bagian yang akan dibahas yaitu Bagian Pelayanan Pemesanan Kamar (*Reservation Service*) dan bagian pelayanan *check-in* (*Reception* atau *Front Desk*). Adapun kedua materi tersebut akan dibahas pada bagian pembahasan berikut.

2. Metode Pengabdian

Metode yang digunakan dalam pelaksanaan kegiatan pengabdian kepada masyarakat ini yakni memberikan informasi dan keterampilan tentang penanganan tamu *walk-in* atau tamu datang tanpa melalui pemesanan melalui ceramah, simulasi, dan bermain peran sebagai *receptionist* dan tamu/*guest*, sedangkan pendekatan yang digunakan dalam pelaksanaan kegiatan pengabdian kepada masyarakat ini yakni Edukatif, dan Partisipatif. Penggunaan pendekatan edukatif dalam program dan pelaksanaan pengabdian mengandung unsur pendidikan tentang perhotelan, khususnya pada departemen kantor depan dalam penanganan penerimaan tamu tanpa reservasi atau *walk in guest*, sedangkan penggunaan pendekatan partisipatif dalam pelaksanaan pengabdian kepada masyarakat ini karena para peserta dalam pengabdian pengabdian ini langsung ikut berperan serta sebagai *receptionist* pada saat melakukan bermain peran/*role play*. Lokasi pelaksanaan kegiatan pengabdian

kepada masyarakat ini bertempat di Universitas Triatma Mulya Bali, Jalan Kubu Gunung, Tegal Jaya, Dalung, Kuta Utara, Bali.

Peserta pengabdian kepada masyarakat ini berjumlah 25 orang mahasiswa program studi musim panas 2024 Universitas Jiaying Cina. Alat dan bahan materi yang digunakan yakni *The Material of Hotel Front Office Practice For Handling Walk-in Guest*. Teknik pengumpulan datanya yakni langsung sebagai nara sumber atau penceramah, sedangkan analisis data yang digunakan yaitu deskriptif kualitatif.

3. Hasil dan Pembahasan

Materi Pembahasan diberi judul "The Material of Hotel Front Office Practice For Handling Walk-in Guest" yang disiapkan oleh Ni Luh Putu Sri Widhiastuty, salah seorang dosen Mata Kuliah Bahasa Inggris Profesi dan Praktek Kantor Depan pada Program Studi Diploma III Perhotelan, Fakultas Bisnis dan Pariwisata, Universitas Triatma Mulya, Bali. Materi tersebut disajikan kepada para peserta "Summer Course HK. Haiban" pada hari Jumat, tanggal 16 Agustus 2024 di Kampus Pusat Universitas Triatma Mulya.

A. Adapun daftar isi (*table of content*) dari materi tersebut adalah sebagai berikut:

1. *Walking-in Guests Introduction*
2. *Some Steps are to be classified before accepting a walk-in guest reservation*
3. *Standard Operating Procedures for Handling Walk-in Guest*
4. *The Conversation of Hotel Reservation (Walk-in Guest)*
5. *Practicing for Handling Room Reservation for Walk-in Guest*. (Adepted from Leo, 2014 dan Sulastiyono, 2016)

B. Masing-masing dari topik materi tersebut di atas dapat disajikan sebagai berikut:

1) *Walking-in Guests Introduction*

1. *A Guest who arrives at a hotel without a reservation is called a 'Walk in'.*
2. *In General, a Hotel is obligated to accommodate guests. Legitimate reasons for refusing to accommodate a guest may include lack of room availability, or the potential guest's disorderly conduct or unwillingness to pay for accommodations or services.*
3. *Handling walk-in guests can be a challenging task, but with the right approach, it can be a great opportunity to showcase your hospitality skills. First and foremost, greet the guests with a warm smile and make them feel welcome. Ask them how you can assist them and if they need any help with their itinerary or navigating the area.*
4. *If the guest is looking for accommodation, have a list of available rooms ready and show them around the property. Highlight the amenities and services that your establishment offers and answer any questions they may have. If there are no available rooms, offer to help them find alternative accommodation in the area.*
5. *It's important to be attentive to the guest's needs and make them feel valued. Offer them a drink or a snack while they wait, and make sure to keep them updated throughout the process. Once the guest is settled, follow up with them to ensure they have everything they need and their stay is enjoyable.*

2) *Some Steps are to be classified before accepting a walk-in guest reservation*

1. *If the guest Presents a confirmation letter, verify the date and the name of the hotel; the guest may have arrived on a different date or at the wrong hotel.*
2. *Check with the guest if the reservation was made by another person, the reservation agent might have entered the reservation under the booker/caller name.*
3. *Re-verify the reservation by searching the hotel software by last name, first name, reservation number, partial name search, mobile number, Booker name, company, travel agent, etc. If the guest*

had booked from the travel agent ask the guest to call up the travel agent and get more details of the booking.

4. *Ask the guest to reconfirm the arrival date and departure date again, the guest may be arriving on a different date or it is possible that this guest was a no-show for the previous night.*
5. *If all of the above checks and given negative results then after checking the availability of rooms in the hotel the front desk agent can create a new reservation. When the reservation is created for walk-in guests the source segment of the reservation should be tagged as 'Walk-In'.*
6. *It is also a good practice to collect an advance deposit for the complete room rental and approximate incidental charges from a Walk-in guest.*

3) *Standard Operating Procedures for Handling Walk-in Guest*

1. *Greeting : Good morning/Good afternoon/Good evening, welcome to Puri Saron Hotel, May I assist you?*
2. *Ask Reservation : Do you have any reservation, sir/madam?*
3. *Ask Name :May I have your complete name please, sir/madam?*
4. *Ask length of stay :How many night will you be staying with us, Mr. Brown?*
5. *Check room available on system :Please wait a moment, Mr. Brown. I'll check the room availability in our system.*
6. *Thank you for waiting, Mr. Brown. I'm glad to inform you that the room which you requested is available.*
7. *Up selling.*
8. *Ask ID.*
9. *Fill in form :Please fill-in this form*
10. *Ask payment : How would you like to settle your account, Mr. Brown?*
11. *Ask for signature.: Please sign here, Mr. Brown*
12. *Explain key holder and hotel's facilities.*
13. *Offering help for Bellboy.*
14. *Bid farewell: Thank you for staying with us Mr. Brown. Have a nice stay.*

4) *The Conversation of Hotel Reservation (Walk-in Guest)*

Receptionist : Hello, Good Morning, sir. Welcome to The Peninsula Group of Hotels.

Guest : Hi, Good Morning

Receptionist : How may I assist you, sir?

Guest : I wanted to inquire about the room reservation.

Receptionist : Yes please, when are you planing to visit, sir?

Guest : I will be in the city on the 12th of this month.

Receptionist : A room for two, sir?

Guest : Yes.

Receptionist : Sir, would you prefer one with twin beds or a double bed?

Guest : Either of them would do

Receptionist : And the accommodation is for how many day?

Guest : Three nights and two days

Receptionist : Sir, what kinds of room would you prefer, a deluxe room or an executive one?

Guest : What the prices for both?

Receptionist : The executive room costs around \$ 490 plus taxes, where's the deluxe room would be \$ 590 plus taxes. Beside. The deluxe room has a beautiful oceanic view.

Guest : I would prefer a deluxe room

Receptionist : By what name should I book the room?

Guest : Mr. Becket

Receptionist : Your contact number, sir?

Guest : 666-92323

Receptionist : Sir, I would need your credit card details for further reservation

Guest : Yes, tell me what do you require?

Receptionist : I would need the credit card number and type

Guest : It is a visa card with number 4134561111311156

Receptionist : And under whom is the card registered?

Guest : I am the cardholder.

Receptionist : Ok, sir. So a deluxe room has been booked for 12th of this month under the name Mr. Becket. Check-in is at 12 o'clock. In case of additional queries. You can always call us.

Guest : Thank you

Receptionist : Is there anything else you want to know?

Guest : Nothing as of now

Receptionist : Ok, sir. It was nice talking to you. Have a nice day

Guest : Same to you.

5) *Practicing for Handling Room Reservation for Walk-in Guest.*

Receptionist : Hello, Good Morning, sir. Welcome to The Peninsula Group of Hotels.

Guest : Hi, Good Morning

Receptionist : How may I assist you, sir?

Guest : I wanted to inquire about the room reservation.

Receptionist : Yes please, when are you planing to visit, sir?

Guest : I will be in the city on the 12th of this month.

Receptionist : A room for two, sir?

Guest : Yes.

Receptionist : Sir, would you prefer one with twin beds or a double bed?

Guest : Either of them would do

Receptionist : And the accommodation is for how many day?

Guest : Three nights and two days

Receptionist : Sir, what kinds of room would you prefer, a deluxe room or an executive one?

Guest : What the prices for both

Receptionist : The executive room costs around \$ 490 plus taxes, where's the deluxe room would be \$ 590 plus taxes. Beside. The deluxe room has a beautiful oceanic view.

Guest : I would prefer a deluxe room

Receptionist : By what name should I book the room?

Guest : _____

Receptionist : Your contact number, sir?

Guest : _____

Receptionist : Sir, I would need your credit card details for further reservation

Guest : Yes, tell me what do you require?

Receptionist : I would need the credit card number and type

Guest : It is a visa card with number _____

Receptionist : And under whom is the card registered?

Guest : I am the cardholder.

Receptionist : Ok, sir. So a deluxe room has been booked for 12th of this month under the name Mr. Becket. Check-in is at 12 o'clock. In case of additional queries. You can always call us.

Guest : Thank you

Receptionist : Is there anything else you want to know?

Guest : Nothing as of now

Receptionist : Ok, sir. It was nice talking to you. Have a nice day

Guest : Same to you.

4. Simpulan

- A. Dari uraian yang sudah dipaparkan pada bagian terdahulu, maka dapat disimpulkan beberapa hal sebagai berikut:
- 1) Pariwisata menjadi salah satu sektor bisnis andalan di banyak negara termasuk Indonesia.
 - 2) Salah satu destinasi wisata unggulan di Indonesia adalah Bali.
 - 3) Hotel adalah salah satu jenis akomodasi yang menyediakan jasa penginapan, makan dan minuman serta jasa penunjang lainnya.
 - 4) Salah satu bagian yang ada di hotel adalah departemen kantor depan (*Front Office*).
 - 5) Salah satu fungsi kantor depan adalah memberikan pelayanan pemesanan kamar (*Reservation Service*).
 - 6) Dalam penanganan tamu *walk-in* perlu hal-hal berikut: *Introduction, SOP (Standard Operating Procedures), Dialogues* dalam menangani *walk-in guest*, dan praktek menangani *walk-in guest*.
- B. Ada beberapa saran dalam pelaksanaan kegiatan pengabdian kepada masyarakat *Summer Course* 2024 yaitu
- 1) Waktu pelaksanaan diperpanjang sehingga para peserta tidak terburu-buru menyelesaikan dialog pada saat bermain peran/role play.
 - 2) Disediakan personil IT yang paham tentang LCD dan lain-lainnya, sehingga para nara sumber siap mengajar menggunakan peralatan tersebut.
 - 3) Disediakan 1 perangkat Laptop yang sudah tersambung dengan layar dan LCDnya pada saat mengajar.

5. Ucapan Terimakasih

Terima Kasih kepada Bapak Rektor Universitas Triatma Mulya Bali, Dr. Drs. I Ketut Putra Suartha, M.M. beserta jajarannya dan panitia summer course atas kesempatan yang diberikan sebagai nara sumber/penceramah dalam program summer course 2024 sebagai bentuk pengabdian kepada masyarakat.

Referensi

- Arjana, I G.B. (2016). Geografi Pariwisata dan Ekonomi Kreatif. Jakarta: Penerbit PT. Raja Grafindo Persada.
- Crystal, D. (2014). English as a Global Language. Cambridge: Cambridge University Press.
- Kushardiyana. (2016). Pemahaman Lintas Budaya: Konteks Pariwisata dan Hospitalitas. Bandung: Penerbit ALFABETA.
- Leo, S. (2014). English for Professional Accommodation Services. Jakarta : Penerbit PT. Gramedia Pustaka Utama.
- Malik, F. (2017). Branding Tourism. Malang: Penerbit Inteligensia Media.
- Pitana, I G. Dan Surya Diarta, I K. (2014). Pengantar Ilmu Pariwisata. Yogyakarta: Penerbit ANDI.
- Pitana, IG, dan Gayatri, P.G. (2015). Sosiologi Pariwisata bali. Jakarta: Penerbit PT. Raja Grafindo Persada.
- Suarta, N. Dan Purwa Sudartha, I G. D (2017). Industri Pariwisata Bali. Jakarta: Penerbit PT. Raja Grafindo Persada.
- Sulastiyono, A. (2016). Manajemen Penyelenggaraan Hotel. Bandung: Penerbit ALFABETA.

Lampiran

1). Materi Pelatihan/The Material of Hotel Front Office Practice For Handling Walk-in Guest

WELCOME TO TRIATMA MULYA UNIVERSITY BALI
TO
THE PARTICIPANTS OF SUMMER COURSE HK.HAIBAN



**THE MATERIAL OF
HOTEL FRONT OFFICE PRACTICE
FOR HANDLING WALK-IN GUEST**



Table of content

- A. Walking guest introduction
- B. Some steps are to be clarified before accepting a walk-in guest reservation
- C. Standard Operational Procedure for handling walk-in guest
- D. The conversation on hotel reservation (walk-in guest)

**PREPARED BY
NI LUH PUTU SRI WIDHIASTUTY (MRS. SRI)
LECTURER OF TRIATMA MULYA UNIVERSITY BALI-INDONESIA**

FRIDAY, AUGUST 16TH 2024

A. Walk-in Guests Introduction

1. A Guest who arrives at a hotel without a reservation is called a 'Walk in'.
2. In General, a Hotel is obligated to accommodate guests. Legitimate reasons for refusing to accommodate a guest may include lack of room availability, or the potential guest's disorderly conduct or unwillingness to pay for accommodations or services.
3. Handling walk-in guests can be a challenging task, but with the right approach, it can be a great opportunity to showcase your hospitality skills. First and foremost, greet the guests with a warm smile and make them feel welcome. Ask them how you can assist them and if they need any help with their itinerary or navigating the area.
4. If the guest is looking for accommodation, have a list of available rooms ready and show them around the property. Highlight the amenities and services that your establishment offers and answer any questions they may have. If there are no available rooms, offer to help them find alternative accommodation in the area.
5. It's important to be attentive to the guest's needs and make them feel valued. Offer them a drink or a snack while they wait, and make sure to keep them updated throughout the process. Once the guest is settled, follow up with them to ensure they have everything they need and their stay is enjoyable.

B. Some steps are to be clarified before accepting a walk-in guest Reservation

1. If the guest Presents a confirmation letter, verify the date and the name of the hotel; the guest may have arrived on a different date or at the wrong hotel.
2. Check with the guest if the reservation was made by another person, the reservation agent might have entered the reservation under the booker/caller name.
3. Re-verify the reservation by searching the hotel software by last name, first name, reservation number, partial name search, mobile number, Booker name, company, travel agent, etc. If the guest had booked from the travel agent ask the guest to call up the travel agent and get more details of the booking.
4. Ask the guest to reconfirm the arrival date and departure date again, the guest may be arriving on a different date or it is possible that this guest was a no-show for the previous night.
5. If all of the above checks and given negative results then after checking the availability of rooms in the hotel the front desk agent can create a new reservation. When the reservation is created for walk-in guests the source segment of the reservation should be tagged as 'Walk-In'.
6. It is also a good practice to collect an advance deposit for the complete room rental and approximate incidental charges from a Walk-in guest.

C. Standard Operational Procedure for handling walk-in guest

1. Greeting
 - Good morning/Good afternoon/Good evening, welcome to Puri Saron Hotel, May I assist you?
2. Ask Reservation.
 - Do you have any reservation, sir/madam?
3. Ask Name.
 - May I have your complete name please, sir/madam?
4. Ask length of stay.
 - How many night will you be staying with us, Mr. Brown?
5. Check room available on system.
 - Please wait a moment, Mr. Brown. I'll check the room availability in our system.

- Thank you for waiting, Mr. Brown. I'm glad to inform you that the room which you requested is available.
- 6. Up selling.
- 7. Ask ID.
- 8. Fill in form.
- Please fill-in this form
- 9. Ask payment.
- How would you like to settle your account, Mr. Brown?
- 10. Ask for signature.
- Please sign here, Mr. Brown
- 11. Explain key holder and hotel's facilities.
- 12. Offering help for Bellboy.
- 13. Bid farewell
- Thank you for staying with us Mr. Brown. Have a nice stay.

D. The conversation hotel reservation (walk-in guest)

Receptionist : Hello, Good Morning, sir. Welcome to The Peninsula Group of Hotels.

Guest : Hi, Good Morning

Receptionist : How may I assist you, sir?

Guest : I wanted to inquire about the room reservation.

Receptionist : Yes please, when are you planing to visit, sir?

Guest : I will be in the city on the 12th of this month.

Receptionist : A room for two, sir?

Guest : Yes.

Receptionist : Sir, would you prefer one with twin beds or a double bed?

Guest : Either of them would do

Receptionist : And the accommodation is for how many day?

Guest : Three nights and two days

Receptionist : Sir, what kinds of room would you prefer, a deluxe room or an executive one?

Guest : What the prices for both?

Receptionist : The executive room costs around \$ 490 plus taxes, where's the deluxe room would be \$ 590 plus taxes. Beside. The deluxe room has a beautiful oceanic view.

Guest : I would prefer a deluxe room

Receptionist : By what name should I book the room?

Guest : Mr. Becket

Receptionist : Your contact number, sir?

Guest : 666-92323

Receptionist : Sir, I would need your credit card details for further reservation

Guest : Yes, tell me what do you require?

Receptionist : I would need the credit card number and type

Guest : It is a visa card with number 4134561111311156

Receptionist : And under whom is the card registered?

Guest : I am the cardholder.

Receptionist : Ok, sir. So a deluxe room has been booked for 12th of this month under the name Mr. Becket. Check-in is at 12 o'clock. In case of additional queries. You can always call us.

Guest : Thank you

Receptionist : Is there anything else you want to know?

Guest : Nothing as of now

Receptionist : Ok, sir. It was nice talking to you. Have a nice day

Guest : Same to you.

PRACTICING FOR HANDLING ROOM RESERVATION FOR WALK-IN GUEST

Receptionist : Hello, Good Morning, sir. Welcome to The Peninsula Group of Hotels.

Guest : Hi, Good Morning

Receptionist : How may I assist you, sir?

Guest : I wanted to inquire about the room reservation.

Receptionist : Yes please, when are you planning to visit, sir?

Guest : I will be in the city on the 12th of this month.

Receptionist : A room for two, sir?

Guest : Yes.

Receptionist : Sir, would you prefer one with twin beds or a double bed?

Guest : Either of them would do

Receptionist : And the accommodation is for how many days?

Guest : Three nights and two days

Receptionist : Sir, what kinds of room would you prefer, a deluxe room or an executive one?

Guest : What the prices for both?

Receptionist : The executive room costs around \$ 490 plus taxes, where's the deluxe room would be \$ 590 plus taxes. Besides. The deluxe room has a beautiful oceanic view.

Guest : I would prefer a deluxe room

Receptionist : By what name should I book the room?

Guest : _____

Receptionist : Your contact number, sir?

Guest : _____

Receptionist : Sir, I would need your credit card details for further reservation

Guest : Yes, tell me what do you require?

Receptionist : I would need the credit card number and type

Guest : It is a visa card with number _____

Receptionist : And under whom is the card registered?

Guest : I am the cardholder.

Receptionist : Ok, sir. So a deluxe room has been booked for 12th of this month under the name Mr. Becket. Check-in is at 12 o'clock. In case of additional queries. You can always call us.

Guest : Thank you

Receptionist : Is there anything else you want to know?

Guest : Nothing as of now

Receptionist : Ok, sir. It was nice talking to you. Have a nice day

Guest : Same to you.

GOOD LUCK

NI LUH PUTU SRI WIDHIASTUTY/AGT 16/2024

2). Foto-foto Pelaksanaan Kegiatan Pengabdian Kepada Masyarakat Summer Course 2024











