

BAB IV

PENUTUP

A. Kesimpulan

Kesimpulan yang didapatkan dari kegiatan Praktek Kerja Lapangan di Hotel Atrium Premiere Yogyakarta yang berlangsung selama 6 bulan kerja, penulis mendapatkan pengalaman baru, setelah melaksanakan PKL, Praktikan dapat menyimpulkan beberapa hal dari pekerjaan yang dilakukan yaitu :

1. Pengaplikasian *standard operating procedure* yang dimiliki oleh seorang *receptionist* di Hotel Atrium Premiere Yogyakarta sudah cukup baik akan tetapi perlu adanya peningkatan kedisiplinan dalam penerapan standar operating prosedur yang telah di tentukan guna meningkatkan kualitas pelayanan.
2. Cara-cara petugas resepsionis Hotel Atrium Premiere Yogyakarta dalam memberikan pelayanan prima yang meliputi lima aspek utama yaitu keramah tamahan, memiliki sikap hati yang tulus tanpa membedakan tamu dari kalangan apapun, tanggap terhadap kebutuhan tamu, memiliki rasa hormat baik tamu tersebut lebih tua atau lebih muda, serta bertanggung jawab terhadap pekerjaannya.

B. Saran

Setelah melaksanakan PKL yang berlangsung selama 6 bulan kerja, penulis dapat memberikan saran dan diharapkan saran tersebut dapat bagi Atrium Premiere Hotel Yogyakarta dan juga pihak lain yang berkepentingan.

1. Bagi penulis

Adapun saran bagi penulis selanjutnya yaitu :

- a. Penulis harus memahami lebih dalam terkait bagaimana memberikan pelayanan terhadap tamu hotel sesuai SOP yang berlaku di Hotel Atrium Premiere Yogyakarta.
- b. Penulis harus aktif untuk memahami setiap pekerjaan baik dengan cara bertanya ataupun membaca dokumen-dokumen terkait, untuk mendapatkan wawasan dan pengalaman yang baik, serta membantu dalam memudahkan pekerjaan.
- c. Penulis harus aktif dalam membantu pekerjaan yang diperintahkan oleh atasan, serta bersikap tanggap dan tepat waktu dalam mengerjakan tugas. Maka penulis akan dipandang baik oleh seluruh karyawan yang ada dan memiliki peluang besar kedepannya.

2. Bagi STP AMPTA

Adapun saran bagi STP AMPTA adalah :

- a. Dapat memfasilitasi mahasiswa dengan mudah dalam hal administrasi pengajuan permohonan PKL.

- b. Dapat mempersiapkan dosen-dosen pembimbing PKL sebelum praktikan melaksanakan PKL agar dapat memudahkan praktikan dalam melaksanakan PKL sesuai kebijakan yang diharapkan oleh Program Studi DIII Perhotelan.

3. Bagi Atrium Premiere Hotel Yogyakarta

Adapun saran bagi Atrium Premiere Hotel Yogyakarta adalah :

- a. Hotel Atrium Premiere diharapkan kedepannya tetap dapat menerima mahasiswa/mahasiswi STP AMPTA untuk melakukan kegiatan PKL
- b. Diharapkan kepada setiap receptionist yang ada di Hotel Atrium Premiere Yogyakarta untuk meningkatkan kedisiplinannya dalam menerapkan standar operating prosedur yang telah di tentukan guna meningkatkan kualitas pelayanan.
- c. Diharapkan kepada management Hotel Atrium Premiere Yogyakarta untuk mengadakan pelatihan-pelatihan kerja secara berkala kepada seluruh karyawan khususnya front office department, demi tercapainya pelayanan yang maksimal terhadap tamu hotel. Serta perlu adanya motivasi terhadap setiap karyawan agar produktivitas kerja tidak menurun dan melamban.

DAFTAR PUSTAKA

Salamadian (2020). Pengertian hotel, <https://salamadian.com/pengertian-hotel/>

Aileeweb (2016). Tugas dan tanggung jawab front office department, <https://aileeweb.wordpress.com/author/aileeweb/>

Surya, Mg. (2020) bagian atau seksi yang ada dalam front office department dalam sebuah hotel, <https://www.17sekians.com/bagian-atau-seksi-yang-ada-dalam-front-office-departemen-dalam-sebuah-hotel/>

Astuti Risna Adi (2018) struktur organisasi & tugas front office, <http://hotelris.blogspot.com/2018/05/struktur-organisasi-tugas-front-office.html>

Lampiran 1 : Surat Permohonan PKL

YAYASAN PENDIDIKAN KARYA SEJAHTERA
SEKOLAH TINGGI PARIWISATA AMPTA
YOGYAKARTA

Jl. Laksda Adisucipto Km 6 (Tempel, Caturtunggal, Depok, Sleman) Yogyakarta 55281
Telp / fax : (0274) 485115 - 489514 Website : www.ampta.ac.id Email : info@ampta.ac.id, ampta@yahoo.co.id

No : 225/Q.AMPTA/I/2021
Hal : Permohonan On The Job Training.

Kepada Yth
Human Resources Manager
Atrium Premiere Hotel
Yogyakarta.

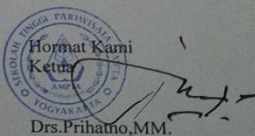
Yogyakarta, 29 Januari 2021

Dengan Hormat,
Dengan ini Kami mengajukan permohonan untuk melaksanakan Job Training di Hotel Atrium Premiere Yogyakarta, periode 25 Januari-31 Juli 2021 bagi mahasiswa kami :

Nama : Lydia Kris Amanda
Nim : 118109458
Semester : V(Lima)
Jurusan : Perhotelan
Tempat,Tgl.lahir : Nganjuk, 09 juli 1999
Alamat : Jl.Kemuning 236C Nologaten,Depok Sleman Yogyakarta
No telp : 081213523821
Nama Orang Tua : Farida P

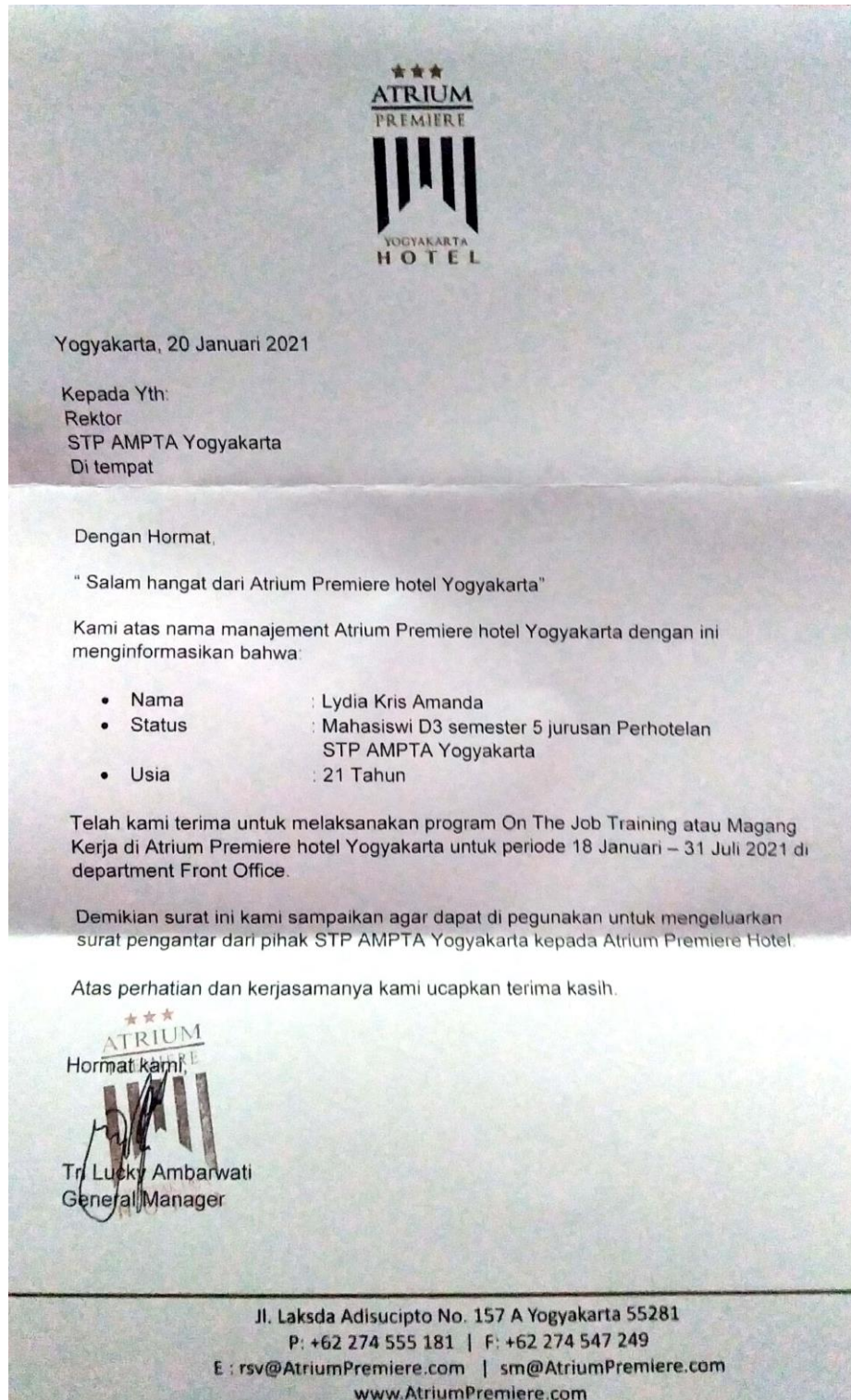
Daftar riwayat hidup,Pasfoto,Surat pernyataan bersedia mentaati peraturan yang berlaku,Fotocopy Surat keterangan Dokter,Fotocopy Asuransi kesehatan,Fotocopy Kartu Hasil Studi terakhir,Fotocopy Kartu Tanda Penduduk/Kartu mahasiswa, dan format penilaian hasil training,akan dibawa oleh mahasiswa yang bersangkutan.

Atas terkabulnya permohonan ini ,kami ucapkan terima kasih.

Hormat Kami
Ketua

Drs.Prihatno,MM.

Cc.File: PA

Lampiran 2 : Surat pernyataan diterima PKL



Lampiran 3: Jadwal PKL

**SCHEDULE JANUARI 2021
FRONT OFFICE DEPARTMENT**

NAME	JOIN DATE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	JUMLAH HARI KERJA
		FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	
FOM																																	
LEO		OFF	M	OFF	M7	M7	OFF	OFF	OFF	M7	OFF	M7	M12	OFF	M12	M7	M7	OFF	OFF	OFF	OFF	M12	M	OFF	OFF	OFF	OFF	M	M12	OFF	OFF	18	
SUPERVISOR																																	
HANAFI		E	OFF	N	N	OFF	OFF	E	OFF	OFF	E	N	E12	OFF	OFF	OFF	OFF	E12	E12	E12	OFF	OFF	OFF	E12	OFF	OFF	OFF	OFF	OFF	OFF	OFF	11	
FRONT DESK AGENT																																	
UKKY		OFF	M	M	OFF	OFF	M	OFF	E	E	M	OFF	OFF	OFF	OFF	E	OFF	OFF	M12	OFF	OFF	OFF	M12	OFF	M12	OFF	M12	OFF	OFF	OFF	12		
ELMA		OFF	OFF	OFF	OFF	E	E	OFF	M	OFF	OFF	E	OFF	OFF	OFF	OFF	OFF	M12	OFF	OFF	OFF	OFF	OFF	M12	OFF	M12	OFF	OFF	M12	OFF	11		
PANJI		OFF	OFF	E	OFF	OFF	N	N	OFF	OFF	N	OFF	OFF	OFF	OFF	N	E	OFF	M12	E12	E12	OFF	M12	OFF	OFF	OFF	E12	OFF	E12	OFF	12		
DEWA		M	N	OFF	OFF	N	N	OFF	N	OFF	OFF	OFF	OFF	OFF	N	OFF	OFF	M12	OFF	OFF	OFF	OFF	OFF	OFF	OFF	E12	E12	OFF	E12	OFF	13		
DHANA		M	E	OFF	E	OFF	OFF	N	OFF	OFF	OFF	OFF	OFF	M12	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	6		
RIZKI		N	N	OFF	OFF	N	OFF	OFF	N	N	OFF	OFF	OFF	E12	E12	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	7		
TRAINING OJT																																	
LYDIA																																	

SCHEDULE CAN BE REARRANGED FOLLOWING THE OCCUPANCY WITH ACKNOWLEDGED BY SUPERVISOR AND APPROVED BY FOM
CHANGE SCHEDULE MUST BE ACKNOWLEDGED BY SUPERVISOR AND APPROVED BY FOM AT LEAST 2 DAYS BEFORE

**SCHEDULE FEBRUARI 2021
FRONT OFFICE DEPARTMENT**

NAME	JOIN DATE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	JUMLAH HARI KERJA	
		MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN		
FOM																															
LEO		OFF	OFF	M	M	OFF	M	OFF	OFF	OFF	OFF	M	OFF	M	OFF	OFF	M	M	OFF	OFF	OFF	OFF	OFF	M	OFF	M	M	OFF	OFF	10	
SUPERVISOR																															
HANAFI		OFF	OFF	OFF	OFF	OFF	OFF	OFF	E	E	E	OFF	OFF	OFF	E	E	E	OFF	OFF	OFF	OFF	OFF	OFF	OFF	E	E	E	OFF	OFF	9	
FRONT DESK AGENT																															
UKKY		M	M	OFF	OFF	M	OFF	OFF	M	M	OFF	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	9	
ELMA		OFF	OFF	OFF	OFF	OFF	OFF	M	OFF	OFF	M	OFF	M	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	M	M	OFF	M	OFF	M	M	9	
PANJI		OFF	OFF	E	E	OFF	OFF	E	OFF	OFF	E	OFF	OFF	OFF	OFF	E	E	OFF	E	E	OFF	OFF	OFF	OFF	OFF	OFF	E	E	E	10	
DEWA		E	E	OFF	OFF	E	E	OFF	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	E	OFF	OFF	E	OFF	OFF	E	E	OFF	OFF	OFF	9	
TRAINING OJT																															
LYDIA		M	OFF	M	M	M	M	OFF	M	M	M	M	OFF	M	M	M	OFF	M	M	OFF	OFF	OFF	M	M	M	OFF	M	M	M		

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**SCHEDULE MARET 2021
FRONT OFFICE DEPARTMENT**

NAMA	JOIN DATE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	JUMLAH HARI KERJA				
		MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED					
FOM																																					
LEO		OFF	OFF	OFF	OFF	M	M	OFF	OFF	OFF	M	OFF	OFF	OFF	M	M	OFF	OFF	M	OFF	OFF	M	M	OFF	OFF	OFF	OFF	M	OFF	OFF	M	12					
SUPERVISOR																																					
HANAFI		OFF	OFF	OFF	E	E	E	OFF	OFF	SAKIT																											3
FRONT DESK AGENT																																					
UKKY		CUTI MELAHIRKAN																																			
ELMA		OFF	M	OFF	OFF	OFF	OFF	M	OFF	OFF	OFF	M	M	M	OFF	OFF	OFF	M	M	OFF	M	OFF	OFF	M	M	OFF	M	OFF	OFF	OFF	13						
PANJI		E	OFF	M	M	OFF	OFF	E	E	E	OFF	M	E	E	E	OFF	OFF	E	E	OFF	OFF	E	E	E	OFF	OFF	OFF	E	OFF	OFF	E	17					
DEWA		M	E	E	OFF	OFF	OFF	OFF	M	M	E	E	OFF	OFF	OFF	E	E	OFF	OFF	E	E	OFF	OFF	OFF	E	E	E	OFF	E	E	OFF	17					
TRAINING OJT																																					
LYDIA		M	M	OFF	M	M	M	OFF	M	M	M	M	OFF	M	M	M	OFF	M	M	OFF	M	M	M	OFF	M	M	M	OFF	M	M	M						

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**SCHEDULE APRIL 2021
FRONT OFFICE DEPARTMENT**

NAMA	JOIN DATE																															JUMLAH HARI KERJA
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
		THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	
FOM																																
LEO		M	OFF	OFF	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	M	M	OFF	M	OFF	M	M	M	OFF	M	OFF	M	M	M	OFF	
SUPERVISOR																																
HANAFI		SAKIT																														
FRONT DESK AGEN																																
UKKY		CUTI MELAHIRKAN																														
ELMA		OFF	M	M	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	OFF	M	
PANJU		E	E	E	OFF	M	OFF	E	OFF	M	OFF	E	OFF	M	OFF	E	OFF	M	OFF	E	OFF	M	OFF	E	OFF	M	OFF	E	OFF	M	OFF	
DEWA		OFF	OFF	OFF	E	E	E	OFF	E	E	E	OFF	OFF	N	N	N	N	OFF	E	E	E	N	N	N	OFF	N	N	N	OFF	N	E	E
TRAINING OUT																																
LYDIA		OFF	M	MD	M	M	OFF	M	M	M	M	OFF	M	MD	MD	MD	MD	M	M	OFF	M	MD	MD	MD	M	M	OFF	M	MD	MD	MD	
SCHEDULE CAN BE REARRANGED FOLLOWING THE OCCUPANCY WITH ACKNOWLEDGED BY SUPERVISOR AND APPROVED BY FOM CHANGE SCHEDULE MUST BE ACKNOWLEDGED BY SUPERVISOR AND APPROVING BY FOM AT LEAST 2 DAYS BEFORE																																

**SCHEDULE MAY 2021
FRONT OFFICE DEPARTMENT**

NAMA	JOIN DATE																																JUMLAH HARI KERJA
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
		SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	
FOM																																	
LEO		OFF	OFF	M	OFF	OFF	OFF	M	M	OFF	M	M	M	OFF	MOD	M	OFF	OFF	OFF	OFF	M	M	M	OFF	M	M	OFF	M	M	OFF	OFF	OFF	
SUPERVISOR																																	
HANAFI		CUTI SAKIT																															
FRONT DESK AGEN																																	
UKKY		CUTI MELAHIRKAN																															
ELMA		M	M	OFF	M	M	M	E	OFF	M	OFF	OFF	OFF	OFF	E	OFF	M	M	M	OFF	OFF	OFF	OFF	M	OFF	OFF	M	OFF	M	M	M		
PANJU		N	N	N	OFF	N	N	N	N	OFF	N	N	N	E	E	OFF	E	E	OFF	OFF	M	OFF	E	E	OFF	OFF	E	OFF	OFF	OFF	OFF	OFF	
DEWA		E	E	E	OFF	E	OFF	E	OFF	OFF	N	N	N	N	OFF	OFF	E	E	OFF	OFF	OFF	E	E	OFF	OFF	OFF	E	E	OFF	OFF	OFF		
ANDY		OFF	N	N	N	E	OFF	OFF	E	N	E	E	OFF	M	M	OFF	OFF	E	OFF	OFF	E	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF		
TRAINING OUT																																	
LYDIA		MD	MD	MD	OFF	MD	MD	MD	MD	OFF	MD	MD	MD	MD	OFF	MD	M	M	M	OFF	MD	MD	MD	M	OFF	MD	M	MD	MD	OFF	M	M	
SCHEDULE CAN BE REARRANGED FOLLOWING THE OCCUPANCY WITH ACKNOWLEDGED BY SUPERVISOR AND APPROVED BY FOM CHANGE SCHEDULE MUST BE ACKNOWLEDGED BY SUPERVISOR AND APPROVING BY FOM AT LEAST 2 DAYS BEFORE																																	

**SCHEDULE JUNE 2021
FRONT OFFICE DEPARTMENT**

NAMA	JOIN DATE																															JUMLAH HARI KERJA
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
		TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	
FOM																																
LEO		OFF	OFF	OFF	M	M	OFF	M	M	OFF	M	M	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	M	M	OFF	OFF	OFF	M	OFF	M	
SUPERVISOR																																
HANAFI		CUTI SAKIT																														
FRONT DESK AGEN																																
UKKY		M	M	OFF	OFF	OFF	M	OFF	OFF	OFF	OFF	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	M	OFF	OFF	OFF	OFF	M	OFF	M	OFF	M	
ELMA		OFF	OFF	M	OFF	OFF	OFF	OFF	OFF	M	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	OFF	M	M	OFF	OFF	OFF	OFF	
PANJU		OFF	OFF	OFF	E	E	OFF	OFF	OFF	E	E	OFF	OFF	E	E	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	OFF	
DEWA		E	E	OFF	OFF	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	E	E	OFF	
ANDY		OFF	OFF	E	E	OFF	OFF	E	E	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	E	E	OFF	OFF	OFF	OFF	
TRAINING OUT																																
LYDIA		MD	OFF	M	MD	MD	OFF	MD	MD	OFF	MD	MD	M	M	OFF	M	M	M	OFF	M	M	M	OFF	M	M	OFF	M	M	OFF	M	M	
SCHEDULE CAN BE REARRANGED FOLLOWING THE OCCUPANCY WITH ACKNOWLEDGED BY SUPERVISOR AND APPROVED BY FOM CHANGE SCHEDULE MUST BE ACKNOWLEDGED BY SUPERVISOR AND APPROVING BY FOM AT LEAST 2 DAYS BEFORE																																

NOTE : MULAI TGL 15 MEI 2021, KEMBALI KE 12 JAM. 1 HARI HANYA 2 SHIFT

SCHEDULE JULY 2021
FRONT OFFICE DEPARTMENT

NAMA	JOIN DATE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	JUMLAH	
		THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	HARI KERJA	
FOM																																		
LEO		OFF	M	M	OFF	OFF	M	M	OFF	M	M	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	OFF	13	
SUPERVISOR																																		
HANAFI		OFF	OFF	N	OFF	E	E	OFF	OFF	OFF	N	OFF	E	E	E	OFF	OFF	N	OFF	E	OFF	OFF	OFF	E	N	OFF	OFF	OFF	E	E	OFF	OFF	13	
FRONT DESK AGENT																																		
UKKY		M	OFF	E	E	OFF	OFF	OFF	M	OFF	E	OFF	OFF	OFF	M	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	M	M	OFF	OFF	OFF	OFF	OFF	12	
ELMA		OFF	OFF	OFF	M	M	OFF	OFF	OFF	OFF	M	OFF	OFF	M	OFF	OFF	E	E	OFF	OFF	OFF	OFF	OFF	E	M	M	OFF	OFF	M	M	M	12		
DEWA		E	E	OFF	N	OFF	OFF	E	E	E	OFF	E	OFF	OFF	OFF	E	E	OFF	OFF	OFF	E	OFF	OFF	OFF	OFF	E	OFF	OFF	OFF	OFF	E	E	13	
MUKHLIS		OFF	M	M	OFF	OFF	M	OFF	OFF	OFF	N	E	E	OFF	OFF	OFF	N	N	OFF	OFF	E	E	OFF	OFF	OFF	E	E	E	OFF	OFF	OFF	OFF	13	
TRAINING OUT																																		
LYDIA		OFF	MD	MD	M	OFF	MD	MD	OFF	MD	MD	MD	OFF	M	M	MD	MD	OFF	M	M	MD	MD	OFF	M	M									

SCHEDULE CAN BE REARRANGED FOLLOWING THE OCCUPANCY WITH ACKNOWLEDGED BY SUPERVISOR AND APPROVED BY FOM
CHANGE SCHEDULE MUST BE ACKNOWLEDGED BY SUPERVISOR AND APPROVED BY FOM AT LEAST 2 DAYS BEFORE

Lampiran 4 : Contoh Guest Billing

GUEST BILLING

Page 1 of 1

VADS PT
 Jl. Laksda Adisucipto No 163, Catur Tunggal, Depok,
 Sleman
 YOGYAKARTA 55281

Invoice # 82165
 Room 202
 Arrival 29/01/2021 Fri
 Departure 04/02/2021 Thu
 Voucher #
 CRES #

AYATULLAH PUTRA WIJAYA, MR REPEATER

Date	Code	Particulars	Receipt	Debit	Credit	Balance
1 29/01/2021 Fri	PKG	Room Charge-AYATULLAH PUTRA WIJAYA, MR REPEATER-202		300,000		
2 30/01/2021 Sat	PKG	Room Charge-AYATULLAH PUTRA WIJAYA, MR REPEATER-202		300,000		
3 31/01/2021 Sun	CLT	PAID BY - Cityledger Transfer 32824*VADS			600,000	0
4 31/01/2021 Sun	PKG	Room Charge-AYATULLAH PUTRA WIJAYA, MR REPEATER-202		300,000		
5 01/02/2021 Mon	PKG	Room Charge-AYATULLAH PUTRA WIJAYA, MR REPEATER-202		300,000		
6 02/02/2021 Tue	PKG	Room Charge-AYATULLAH PUTRA WIJAYA, MR REPEATER-202		300,000		
7 03/02/2021 Wed	PKG	Room Charge-AYATULLAH PUTRA WIJAYA, MR REPEATER-202		300,000		
8 04/02/2021 Thu	TR	Transferred to folio 82219-SALES-AYATULLAH PUTRA WIJAYA-PT VADS			1,200,000	0
		**** indicates Taxable Supply				
		Total GST	0.00			
		Excluding GST	600,000.00			
			Total Charges			600,000
			Advance Deposits Received			
			Account Transfers			-600,000
			Payments Received			
			Net Balance Due			0

Lampiran 7 : Tampilan dari Express Booking untuk memproses Reservasi Kamar

Express Booking (New)

Guest Stay
 Booking #: -1
 Arrival: 21/04/21
 Depart: 22/04/21
 Days: 1

Guest
 Last Name:
 First Name:
 Title: [More Details](#)

Standard Requests
 Airport Drop Off
 Airport Pickup
 Connecting Room
 Double Bed

Room Rate
 Rate Code: [Breakdown](#)
 Rate Cost: 0
 Total Cost: 0

Room
 Room Type:
 Adults: 1
 Children / Infants: 0
 Calculated Rate: 0 [Calculate](#)
 Overridden: False
 Quoted Rate: 0
 Room: [Auto](#)

Deposit
 Requested: 0
 Received: 0
[More Details](#) [Add](#)

MIREPS
 Market Segment:
 Source of Business:
 Geographical Origin:

Booker
 Booker: [Add](#)

[Go to Advanced View](#) [Check In](#)

Lampiran 8 : Tampilan Menu dari Maxial

MAXIAL
 Hotel and Resort Solutions

Hotel Summary

Summary of the House		Due In Statistics	
Total Rooms in Hotel :	105	FTT Rooms :	0
- Occupied Rooms :	6	Group Rooms :	0
- Closed Rooms :	0	Rooms Total :	0
- Pending Close Rooms :	0	Available Rooms :	99
+ Available Rooms :	99	Expected Arrivals :	0
- Expected Arrivals :	0	Expected Departures :	5
+ Expected Departures :	5	FTT Guests :	0
- Unconfirmed Groups :	0	Group Guests :	0
= Rooms to Sell :		Guest Total :	
104		0	
Occupancy % :		0.00	
Average Rate :		206,612.00	

Ready | Logon: FO-HANAFI | Version: 8.3.46.1 - 20 Jan 2020

Lampiran 9 : Tampilan dari Guest Service List

Hotel Atrium Premiere
Guest Services
 Department: ALL
 Page 1 of 1
 20/04/21

Room Number	Booking Number	Guest Name	Folio Number	VIP Status	Arrival	Departure	Service Time	Qty	Reference	Standard Requests	Notes and Messages
BFP - Breakfast Food Package											
20-Apr-2021											
505	101771	ABDURAHMAN, MR	83921		18/04/2021	20/04/2021		2			
517	101794	SHEVIRA PUTRI KRANA, MS	83969		19/04/2021	20/04/2021		2			
								FIT Total:	4		
								Total 20/04/21:	4		
								BFP - Breakfast Food Package:	4		
								Total All:	4		

Report Completed

Lampiran 10 : Tampilan dari Floor Display

Floor Display 502
 Show Details

Floor Display 502
 Display Options

Building Code: M | Floor: ALL | Room Type: ALL | Status: VC | Attribute: ALL

Seq	Bldg	Room #	Room Type	Status	Attributes	Reserved	CLSC OOS
502	M	502	SD	VC	Street View	21/04/21	<input type="checkbox"/>
503	M	503	SD	VC	Street View		<input type="checkbox"/>
505	M	505	SD	VC	Street View		<input type="checkbox"/>
507	M	507	ST	VC	City View		<input type="checkbox"/>
508	M	508	ST	VC	City View		<input type="checkbox"/>
509	M	509	ST	VC	City View		<input type="checkbox"/>
510	M	510	ST	VC	City View		<input type="checkbox"/>
511	M	511	SD	VC	City View		<input type="checkbox"/>
516	M	516	SD	VC	City View		<input type="checkbox"/>
517	M	517	SD	VC	City View		<input type="checkbox"/>
518	M	518	ST	VC	Building View		<input type="checkbox"/>
519	M	519	ST	VC	Building View		<input type="checkbox"/>
520	M	520	ST	VC	Building View		<input type="checkbox"/>

Lampiran 11 : Tampilan reservasi yang telah di-input ke dalam sistem

Booking - TRI HASTUTI, MRS

Save Save and Close Cancel Bkg Duplicate Bkg Availability Cut Key

Booking - TRI HASTUTI, MRS

Advanced Billing Guest Service Housekeeping/Audit Confirmation Attachments

Guest Stay Reinstater Room Rate Source MIREPS

Booking #: 101800 Arrival: 21/04/21 Rate Code: RO35++ Breakdown Voucher #: Market Segment:
 Days: 1 Departure: 22/04/21 Suite: Booked: Add CRes #: IND - Individual
 Attach to a Group. Source of Business: P - Telephone
 Geographical Origin: JWT - Jawa Tengah

Guest - Headliner
 Last Name: TRI HASTUTI
 First Name: MRS
 Title: MRS More Details
 16 stays: 04Apr21, 03Apr21, 02Apr21, 17Mar21, 28Feb21, 27Feb21, 23Feb21, 09Feb21, 01Feb21, 30Jan21, 28Jan21, 23Jan21, 15Jan21, 08Jan21, 07Dec20, 03Dec20

Room Matrix

Type	Rms	Ad	Ch	Inf	Rooms	Over ridde	Qtd Rate	Cal Rate	Upg Type
SD	1	2	0	0	502	<input checked="" type="checkbox"/>	206,...	0	

Calculate Rate
Auto Rooms
206,612

Profiles
 Add Profile Add Guest Check In All Send Confirmation

	Profile Name	Profile Type	Arr Time	Arr Flight	Dep Time	Dep Flight	Status	Folio #	Balance	Action	Charge Backs
0	TRI HASTUTI, MRS	Headliner	3:00 PM		12:00 AM		Arrival		0	Check In	C-PKG
C	PERSONAL	Company	3:00 PM		12:00 AM		Arrival		0	Check In	

Lampiran 12 : Cash Receipt

 ATRIUM
 PREMIERE
 YOGYAKARTA
 HOTEL

CASH RECEIPT
 BUKTI PEMBAYARAN

No.: 023002
 Date: 15/7/21

RECEIVED FROM
 Terima Dari : Laura

AMOUNT OF
 Sejumlah : enam puluh lima ribu lima ratus rupiah

PAYMENT FOR
 Pembayaran Untuk : Laundry 202/217

CASH Rp. 65.500,-

Received by,
 (Signature)
 Name Ukky

Jl. Laksda Adisucipto No. 157 A Yogyakarta 55281 - Indonesia Telp. +62 274 - 555 181 Fax: +62 274 - 587 249 www.AtriumPremiere.com

Lampiran 13 : Contoh dari Pemesanan Kamar Melalui Online Travel Agent

Booking.com

Atrium Premiere Hotel Yogyakarta Ambarukmo Tue, Apr 27, 2021 - 1 night - Cheryl lidya noelita

Check-in: **Tue, Apr 27, 2021** Guest name: **Cheryl lidya noelita**
 Check-out: **Wed, Apr 28, 2021** Indonesia
 Length of stay: 1 night cnoek.754394@guest.booking.com
 Total guests: 2 Show phone number
 Total units: 1 30 08 Prudential Tower, 19 Cecil St bangkok N/A
 Total price: **Rp 220,500** Preferred language: English (UK)
Commissionable amount: Rp 220,500
Commission: Rp 39,690

Received: Tue, Apr 27, 2021
 Booking number: 2765814098
 Notepad (internal only)
 Add your note here
 Important information about this guest
 Smoke, TwinBeds

Superior Twin Premiere (Superior Twin) Rp 220,500
 -| Tue, Apr 27, 2021 | + Wed, Apr 28, 2021

Guest Name	Date	Rate	Price per night
Cheryl lidya noelita	27 - 28 April	Room Only, APP Rate (Room Only - 10%)	Rp 220,500
Max occupancy 2 adults, 1 child (max 3 guests)			
Room Photo			
	Subtotal		Rp 220,500
	Total room price		Rp 220,500
	Rate includes		10 % Service charge
	Rate includes		10 % TAX

Lampiran 14 : Form reservasi kamar

RESERVATION FORM

Date of Resv: 6 / 7 / 21
 Resv No: _____

Booked by: CYNTA Telp.: _____

Name Of Guest / Group: Budryanto (VIP/WIP)
 Arrival Date ETA: 10 / 7 / 21 am/pm
 Total Night: 1

Company / Agent: BKD Sateng
 Departure Date ETD: 11 / 7 / 21 am/pm

Telp No: _____
 Fax No: _____
 Email Address: _____
 Guaranteed by: _____
 Credit Card No: VC/MC/Diners/BCA/AMEX
 Valid: ____ / ____ / ____

Billing Instruct:
 P/A T/A
 C/A Other

Remarks:
 Check in dimintai voucher,
 payment ada di dummy.
 Tulis nomor voucher di sistem !!!

Room Type	Total	Rate	Received By
Superior	1 ST, 1 SD	A00 000 / P&F	<i>Alip</i>
Deluxe			
Junior Suite			
Executive			
Extra Bed			

Key In By: _____ Checked By: _____


Resv Status: GTD 6 PM Tentative Waiting List

AMANDEMENT RESERVATION

Original Resv No: _____ Date Of Arrival: _____ Original Rate: _____
 Room Type: _____ Total Night: _____
 Remarks: _____

Lampiran 15 : Registration Card

Express Checkout
Guest Signature/Tanda Tangan Tamu
 Responsible for charge instructions & verify account/biaya
 Personally responsible for the payment of accounts
 (Tamu bertanggung jawab atas seluruh pembayaran
 Akumulasi atas perintah dan tanggung jawab atas seluruh pembayaran)




**ATRIVM
PREMIERE
HOTEL**

REGISTRATION CARD

Arrival Date/Tgl. Kedatangan Tue 27-Apr-2021		Flight/ETA/Penerbangan		Departure Date/Tanggal Keberangkatan Wed 28-Apr-2021		Flight/ETD/Penerbangan	
No. of Guests/Jumlah Tamu 2		Room Type/Jenis Kamar Superior TwinST		Rate/Tarif 220,499		Room/No. Kamar 510	
Confirmation No. /No. Konfirmasi 101822		Name/Nama (Wa/Ku/Ms) MRS		Surname Nama Keluarga CHERYL LIDYA NOELITA		First and Middle Name Nama Depan dan Tengah	
Address/Alamat Residential/Rumah		Folio Number/No. Folio		Passport No./ID No No. Paspor/No. KTP/SIM		Nationality/Kebangsaan	
City/Kota		State/Province/Propinsi		Date of Birth/Tgl. Lahir DD/Tgl. MM/Bln. YY/Thn		Company/Perusahaan Booking.com	
Country/Negara		Postal Code/Kode Pos		Position/Occupation/Pasni/Jabatan		Telephone Mobile/handphone 088 219386662	
E-mail noelita.l68@gmail.com		Voucher Nbr 2765814098		Mode of Payment/Pembayaran		Card Number / No. Kartu kredit	
<input type="checkbox"/> Cash/Tunai <input type="checkbox"/> Visa Card <input type="checkbox"/> Master Card		<input type="checkbox"/> American Express <input type="checkbox"/> Diners Card <input type="checkbox"/> JCB Card		<input type="checkbox"/> BCA Card <input type="checkbox"/> Voucher <input type="checkbox"/> Company Acct./Perusahaan		<input type="checkbox"/> Traveller's Cheques <input type="checkbox"/> Others(please specify)/Lain-lain	
Expiry		Dear Guest, Please Note the following / Dengan hormat, mohon diperhatikan a. Check out time is 12:00 and check in time is 14:00 / Waktu keberangkatan pada pukul 12.00 siang dan waktu kedatangan pada pukul 14.00 b. The hotel will not be held responsible for loss of money or valuables left in the rooms. Safety deposit boxes are available at the room free of charge / Hotel tidak bertanggung jawab atas kehilangan uang atau barang berharga yang di dalam kamar. Kotak pengaman tersedia di kamar secara cuma-cuma c. Room rate are Subject to 21% service charge and prevailing government tax / Harga kamar belum termasuk 21% biaya pelayanan dan pajak pemerintah yang berlaku d. Smoking is prohibited in our rooms, IDR 500.000 will be applied on your room folio if smoking is evident to have been found / Dilarang MEROKOK, apabila merokok di dalam kamar akan dikenakan IDR 500.000 e. Please re-turn thekey upon check out, IDR 50.000/key will be applied if its lost / Diharapkan mengembalikan kunci kamar pada saat meninggalkan hotel, apabila kunci kamar hilang akan di denda IDR 50.000/kunci yang hilang					
Guest Signature / Tanda Tangan Tamu <small>Regardless of charge instructions, I hereby acknowledge to be Personally responsible for the payment of accounts / Dengan memahami instruksi penagihan yang ada, saya mengetahui bahwa saya pribadi akan bertanggung jawab atas seluruh pembayaran</small>		Hotel Use only/Hanya diisi oleh petugas Hotel REMARKS/Keterangan Check In/Kedatangan Check Out/Keberangkatan					

Lampiran 16 : Tampilan Menu Forecast



**ATRIVM
PREMIERE**

Hotel Atrium Premiere

Occupancy and Revenue Forecast

All Room Types - Including Tax


Page 1 of 1

12-Jun-2021

	Confirmed Business				Unconfirmed Business				Tentative Business				Total						
	Rooms	Upg	OOO	Revenue	Av Rate	% Occ	Rooms	Revenue	Av Rate	% Occ	Rooms	Revenue	Av Rate	% Occ					
Sat, 12 Jun	53	6	0	10,311,409	194,555	50%	0	0	0	0%	0	0	0	0%	53	10,311,409	194,555	50%	
1 Days	53	6	0	10,311,409	194,555	50%	0	0	0	0%	0	0	0	0%	53	10,311,409	194,555	50%	
Total Hotel Rooms:		105																	
Report Completed																			

Lampiran 17 : Luggage Tag

No. **22159**


ATRIUM PREMIERE
YOGYAKARTA HOTEL

Jl. Laksda Adisucipto No. 157 A Yogyakarta 55281
 P : +62 274 - 555 181 | F : +62 274 - 547 249
 E : rsv@AtriumPremiere.com | sm@AtriumPremiere.com
 www.AtriumPremiere.com


**CONCIERGE
BAGGAGE DOCKET**

Name :
Room No. :
Date :
No. of items :
Received by :
Signature :

<input type="checkbox"/> SUITE CASE	<input type="checkbox"/> PLASTIC BAG
<input type="checkbox"/> BRIEFCASE	<input type="checkbox"/> BOX
<input type="checkbox"/> TRAVELLING BAG	<input type="checkbox"/> COAT
<input type="checkbox"/> BEAUTY CASE	<input type="checkbox"/> OTHER
<input type="checkbox"/> PARCEL / PACKAGE	

FO.04

No. **22159**


ATRIUM PREMIERE
YOGYAKARTA HOTEL

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 E : rsv@AtriumPremiere.com | sm@AtriumPremiere.com
 www.AtriumPremiere.com

**CONCIERGE
BAGGAGE DOCKET**

Name :
Room No. :
Date :
No. of items :
Received by :
Signature :

<input type="checkbox"/> SUITE CASE	<input type="checkbox"/> PLASTIC BAG
<input type="checkbox"/> BRIEFCASE	<input type="checkbox"/> BOX
<input type="checkbox"/> TRAVELLING BAG	<input type="checkbox"/> COAT
<input type="checkbox"/> BEAUTY CASE	<input type="checkbox"/> OTHER
<input type="checkbox"/> PARCEL / PACKAGE	

FO.04