




DHH1A3 – OPERASIONAL KANTOR DEPAN I

PRAKTIK RESERVASI KAMAR

ROOM RESERVATION PRACTISE

Ersy Ervina, MM.Par
Riza Taufiq, MM.Par

D3 PERHOTELAN - FAKULTAS ILMU TERAPAN




1



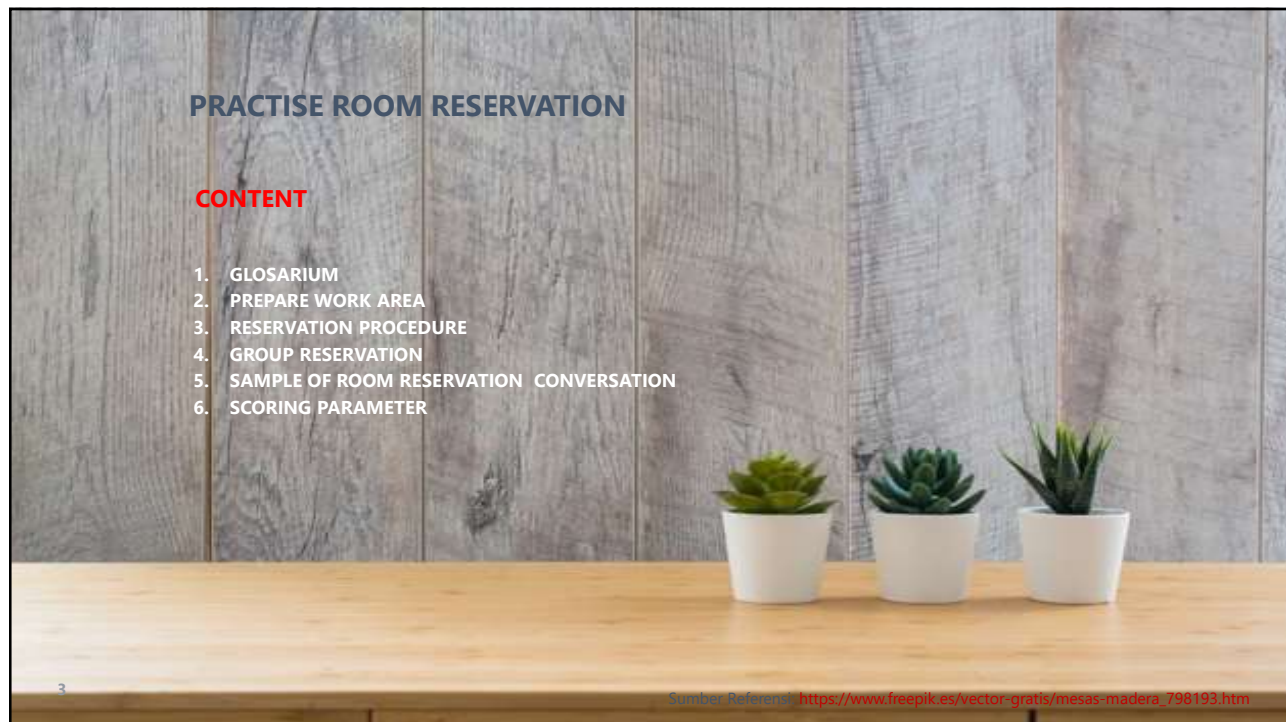

Praktik Reservasi Kamar
Practise Room Reservation

- Mahasiswa Mampu Memahami istilah-istilah dalam Reservasi
 - *Students are able to understand the terms in Reservation*
- Mahasiswa Mampu Memahami Peralatan dan Formulir Kerja Reservasi
 - *Students are able to understand the reservation tools and forms*
- Mahasiswa mampu memahami prosedur reservasi kamar
 - *Students are able to understand room reservation procedures*
- Mahasiswa Mampu Memahami Group Reservation
 - *Students are able to understand Group Reservation*
- Mahasiswa Mampu Mengimplementasikan Contoh Percakapan Reseservation
 - *Student are able to Implement Sample of Room Reservation Conservation*
- Mahasiswa Mampu Melaksanakan Scoring Parameter
 - *Students are able to carry out the scoring parameter*

LEARNING OBJECTIVE
CAPAIAN PEMBELAJARAN



2



3

GLOSARIUM		
No	Istilah	Penjelasan
1	BAR	Best Available Rate
2	Black listed guests	Tamu yang sudah tidak terdaftar lagi di hotel karena suatu tindakan yang tidak baik (masalah pembayaran, atau sikap yang buruk)
3	Bumping guests	Pada saat hotel sudah penuh, hotel akan memindahkan tamu tersebut ke hotel lain
4	Company Charge	Suatu pelayanan dimana akun/tagihan tamu dikirimkan ke perusahaan
5	Confirmation Letter	Keterangan untuk mengkonfirmasi kepada tamu yang menjelaskan tentang reservasinya di hotel tersebut.
6	Cross Selling	Teknik penjualan – dengan menawarkan produk lainnya dari hotel
7	CRS	<i>Computerised Reservation System</i>
8	Down-selling room	Mengganti kamar yang sudah di reservasi ke tipe kamar yang lebih rendah

4

Sumber Referensi: William Angliss Institutes, Trainee Manual Receive & Process Reservation, 2018

4





GLOSARIUM

No	Istilah	Penjelasan
9	FIT (Free Individual Traveller)	Tamu hotel yang melakukan reservasi secara individual dan tidak terikat dalam suatu rombongan/ grup
10	Guaranteed reservation	Reservasi yang sudah diterima dan reservasi tersebut sudah pasti
11	OTA (Online Travel Agent)	Travel-travel yang melayani reservasi dengan online
12	Overbooked	Penjualan produk kamar maupun service melebihi ketersediaan hotel. Hotel tidak dapat melayani kecuali terdapat no-show
13	Packages	Paket – paket yang merupakan kombinasi dari produk dan service dengan harga special
14	Pick Up Transport Service	Pelayanan yang diberikan dari hotel untuk penjemputan dari suatu tempat ke hotel
15	Pro-Forma Invoice	Bill atau tagihan tamu yang dikeluarkan di awal
16	No Show	Tamu yang sudah membuat reservasi tapi tidak datang ke hotel atau restoran

Sumber Referensi: William Angliss Institutes, Trainee Manual Receive & Process Reservation, 2013

5





GLOSARIUM

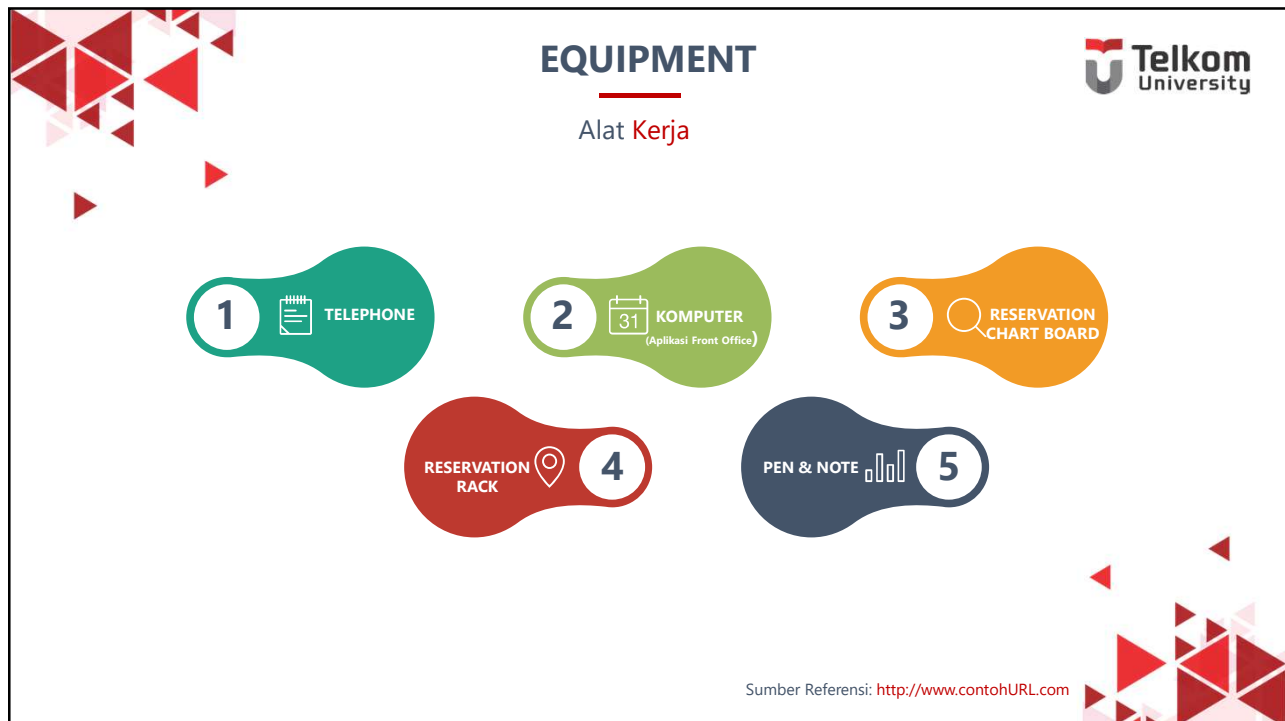
No	Istilah	Penjelasan
17	On Hold	Penelpon dalam kondisi menunggu , biasanya disuguhkan music promosi dari hotel saat penelpon menunggu
18	Peak Period	Waktu atau bulan tertentu dalam satu tahun dimana tingkat hunian hotel tinggi
19	Special Requests	Dimana tamu membuat permintaan khusus ketika melakukan reservasi atau saat check-in . beberapa permintaan tersebut dikenakan biaya dan ada pula yang free contohnya <i>non smoking room, champagne in room</i>
20	Speed Dial	<i>Pre Program Number</i> - No tujuan telepon yang disetting secara otomatis melalui handset telepon untuk mempercepat panggilan
21	Telephone	<i>Point to point Communication</i> – sistem komunikasi yang melibatkan 2 orang atau lebih melalui suara dan jarak
22	Transfer Call	Transfer telepon untuk antar departemen atau dari departemen lain untuk telepon keluar
23	Wake Up Call	Telepon yang bertujuan membangunkan Tamu

Sumber Referensi: William Angliss Institutes, Trainee Manual Receive & Process Reservation, 2013

6



7



8



Forms

Formulir Kerja

01

RESERVATION FORM

Merupakan Formulir yang wajib diisi oleh bagian reservation ketika menerima pesanan kamar

02

CONFIRMATION LETTER

Adalah Formulir atau surat yang merupakan bukti bahwa pesanan kamar sudah di terima dan disetujui

03

PRO-FORMA INVOICE

Merupakan faktur yang di siapkan sebelum menyediakan barang dan jasa

04

FORM PICK UP / DROP OFF TRANSPORT

Adalah formulir yang di gunakan untuk menjemput tamu hotel

05

RESERVATION CHANGE/CANCEL FORM

Adalah formulir untuk mencatat informasi pembatalan dan perubahan pemesanan kamar

06

RESERVATION CHECKLIST FORM

Suatu form untuk mendata kelengkapan proses reservasi

9



MANNER RECEIVING RESERVATION

Sikap menerima Reservation



<https://www.blackwellmansion.com/product/phone-reception-service/>

1. Caring
Memperhatikan, mendengarkan dan mencatat semua isi pembicaraan
2. Committed
Merasa terikat dengan organisasi / perusahaan tidak melemparkan masalah kepada orang lain atau bebas tanggung jawab
3. Confident
Penuh keyakinan dalam mengatasi persoalan yang timbul. Operator telepon tidak perlu merendahkan diri sendiri

10



MANNER RECEIVING RESERVATION

Sikap Menerima Reservation

4. Considerate:
Memiliki sikap bersahabat dan menjaga emosi penelepon
5. Controlled
Mampu menjaga dan mengontrol emosi pada saat penelepon marah/kecewa pada hotel anda
6. Contagious
Selalu memelihara keakraban, kegembiraan dan kedamaian



<https://www.silkandivy.com/>

11



MANNER RECEIVING RESERVATION



<https://www.ikeahackers.net/2014/04/spring-faux-flower-decoration.html>

7. Creative
Kemampuan dalam menemukan cara efektif dalam bekerja, seperti mencatat dan menyimpan sesuai abjad nama -nama relasi dan nomor telepon penting, membuat kode petunjuk wilayah telkom baik untuk SLJJ dan SLI

12

12

RESERVATION PROCEDURES	
Step (s)	The Procedures
1	Greeting Offering Help
2	Asking the Arrival Date and Departure Date
3	Asking The Type Room
4	Consulting The Reservation Plan to make sure the room is available
5	If the Room is available say "good news" and offering the room by explaining the facilities first then the room rate per night, if the room is unavailable say "sorry" then offering the other type available for the period reserved.
6	Asking the agreement; then bloking the room
7	Asking the :
a.	Complete Name of the guest, the spell the name by using international Spelling Board
b.	Asking the contact person the guest does not make reservation for him/her self
c.	Complete Address and Telephone Number
d.	Account Settlement
	If the Account is invoiced to the company , ask the company ask the company name, contract person and number
e.	Asking the arrival detail (time, flight etc)

13

RESERVATION PROCEDURE	
Step (s)	The Procedures
8	Repeating the Reservation data :
a.	Name Of the Guest
b.	Type Of Room
c.	Arrival and Departure Date
d.	Room Rate per Night
e.	Account Settlement
9	Offering Special Request If Possible
10	Last Greeting

Sumber Referensi : Modul Praktikum Reservation, Telkom University 2016

14



GROUP RESERVATION



<https://www.firestarterbrands.com/>

Tamu Group tidak memiliki jumlah minimum orang yang spesifik. Biasanya tamu dapat dikatakan sebagai group dengan setidaknya berjumlah sepuluh orang atau lebih. Pemesanan kamar tamu group dapat ditangani langsung oleh bagian front Office ataupun bagian sales marketing hotel. Berikut beberapa hal yang perlu di pertimbangkan saat menangani tamu group :

- Jumlah orang dalam Group
- Jumlah Volume bisnis yang sudah ada dan yang diharapkan akan datang
- Hubungan antara hotel dengan pihak lain

Perlu diingat dengan menerima tamu grup, hotel harus membuat konfirmasi atas pesanan kamar setidaknya 15 hari di muka dan pemberitahuan apabila terjadi cancellation.

15

Sumber Referensi : <https://www.hospitality-school.com/hotel-guest-reservation-procedure/>

15



GROUP RESERVATION CONSIDERATION

- Know the Group Profile, Including its cancellation, no show and last minute reservation history
- Review all relevant hotel Reservation policies with convention planner
- Be Sure reservation agent are aware the convention has been scheduled
- Produce regulary scheduled report to update the status of convention block
- Confirm resservation from attendees as soon as possible
- Disribute final rooming list to hotel and convention planner



<https://www.thehindia.com/andhra-pradesh/high-level-committee-meeting-over-implementation-of-ews-reservation-527955>

Sumber Referensi : AHMA, Front Office Management, 1983

16

16



SAMPLE OF GROUP RESERVATION PROCEDURE



Group Policies and Procedures

Method of Reservations Reservations will be made by individual attendees directly with Marriott Reservations at 1 (800) 333-3333, 1 (877) 669-4700 or directly online at www.marriott.com/ewrog/ewrog_pdfs/Group_Policies_and_Procedures.docx2.pdf. Each guest is responsible for room and tax. All reservations must be accompanied by a first night room and tax deposit or guaranteed with a major credit card. The Hotel will not hold any reservations unless secured by one of the above methods.

Cut Off Date On the Friday three weeks prior to your event, unused rooms will be released back into the hotel's inventory no later than 12 noon for general sale.

Rooms Attribution Hotel is relying on your group's room night commitment. A loss will be incurred by the hotel if your actual usage is less than 80% of the room night commitment. If your actual usage is less than 80%, you will agree to pay, as liquidated damages and not as a penalty, the difference between 80% of the room night commitment and your actual usage, multiplied by the average group room rate, plus applicable taxes.

Compliance with the Law This agreement is subject to all applicable federal, state, and local laws, including health and safety codes, alcoholic beverage control laws, ADA laws, federal anti-terrorism laws and regulations, and the like. Hotel and the group agree to cooperate with each other to ensure compliance with such laws.

Dispute Resolution In the event of dispute resolution, the non-prevailing party will pay the other's costs and attorney's fees.

Acceptance To guarantee rates quoted, availability of sleeping rooms requested, and all other terms, this contract must be signed and returned no later than two weeks from when the contract was sent out. If the contract is not returned back on time, we reserve the right to release the guest rooms.

Room and Rate Information Hotel room rates are subject to applicable state and local taxes (currently 5.5%) in effect at the time of check out.

- Check-in time: 4pm on the day of arrival
- Check-out time: 12pm on the day of departure
- We cannot guarantee early check-in or late check-outs
- Though rooms are reserved in advance, we are not able to guarantee specific room locations in the hotel
- The discounted group rate will not be honored for reservations made after the "Cut Off Date". Rooms are sold based on the availability.
- Rewards Certificates and special rates (AAA, Senior Discount, Government & Military, and etc.) will not be counted towards your group block

Residence Inn by Marriott - West Orange
325 Prospect Avenue, West Orange, NJ 07092
(973) 669-4700
www.residenceinnwestorange.com



Miscellaneous

- Group rooms will not be guaranteed or held until a contract is signed and a credit card supplied by the "Contract return date" is received
- Requests for additional reservations are on a space available basis and not guaranteed (no more than 15 rooms for any given block)
- Requests for group block status may be made by contacting the Sales Department
- When the hotel obtains group capacity, a discounted rate is no longer offered

Sumber Referensi :
https://www.marriott.com/hotelwebsites/us/e/ewrog/ewrog_pdfs/Group_Policies_and_Procedures.docx2.pdf

17



SAMPLE OF RESERVATION CONVERSATION I

Name	Dialog	To Do	Not To Do
Reservation	Good Morning, Telkom Hotel, This is Reservation Section With Andrew, may i help you ?	<i>Greeting Clear Intonation Offering help</i>	
Guest	I Would Like To Reserve a Room		
Reservation	Yes Sir, May I know what type of room would you like, and for how many person, sir ?	<i>Friendly Talky</i>	
Guest	I Like one suite room, Please. Just For me		
Reservation	May I Know When will you be arriving ?		
Guest	I Will be arriving on September, 19 th 2019		
Reservation	How about your departure ?		
Guest	On September, 22 nd 2019		
Reservation	Allright miss, may I Know Your name ?		
Guest	My name Is Karine		
Reservation	Alright Miss, I will spell your name. K for kilo, A for Alpha, R for Romeo, I For India, N for November, and E for echo. Is that Correct, Miss ?	<i>Spelling Guest Name</i>	
Guest	Yes		

18



SAMPLE OF RESERVATION CONVERSATION I (Continue)



Name	Dialog	To Do	Not To Do
Reservation	Just a Moment Ms. Karine, I will Check available room for that Period	<i>Check Room Available on System</i>	<i>Too Long</i>
Guest	Yes Please		
Reservation	Good News Sir, because there's one suite room still available for you, and May i explain about your room facilities	<i>Excuse Your Self</i>	
Guest	Yes, Please		
Reservation	The Room Facilities such as private balcony, living room, small kitchen, mini bar, television, telephone, air conditioner, bath room complete with shower, bath tub and hot + cold running water well, the room rate is Rp. 1.350.000,00/ninght net include breakfast. Do you want to reserve now, Sir ?	<i>Explain about room facilities</i>	
Guest	Yes		
Reservation	May I repeat your reservation, Miss ?		<i>Not to Rush</i>
Guest	Yes, Sure		

19
Continue


19



SAMPLE OF RESERVATION CONVERSATION I (Continue)



Name	Dialog	To Do	Not To Do
Reservation	Well, Ms Karine, You'd like reserve on suite room,, and the rate is Rp. 1,350,000,00/night net + Break fast, You will be arriving on September 19 th 2019 Until September 22 nd 2019, and do you have any request ?	<i>Repeat reservation</i>	
Guest	No thanks		
Reservation	Thank you very much for your reservation. Looking forward for you coming to our hotel. Have you any cancellation about your reservation, please inform as soon as possible	<i>Lat Greeting</i>	
Guest	Thank Your Vey Much for your service		
Reservation	Your Welcome		

20


20



SAMPLE OF ROOM RESERVATION CONSERVATION II



Name	Dialog	To Do	Not To Do
Reservation	Good Morning Telkom Hotel My Name Is Tiffany. May I assist you ?	<i>Greeting Offering Help Clear Information</i>	
Guest	Hi, good Morning. I'd like to make a reservation for the third weekend in December		
reservation	Yes mam, we have several rooms available for that particular weekend. What is exact date of your arrival ? And how long you be staying ?		
Guest	The 23 rd . And I'll be staying for two night		
Reservation	Allright, please be wait for a while i wanna check it first. Good news, Mam. Superior room for 23 rd still available and may i explain	<i>Check room avalaibible on system</i>	
Guest	About your room facilities ?		
Guest	Yes		
Reservation	The room facilities such as television, telephone, air conditioner, bath room complete with shower, bath tub, and hot + cold running water Well, the room rate is Rp. 875,500,00/night net include breakfast. Do you want to reserve now, Mam ?	<i>Explain room facilities clear intonation</i>	

21
Continue


21



SAMPLE OF ROOM RESERVATION CONSERVATION II (continue)



Name	Dialog	To Do	Not To Do
Guest	Yes		
Reservation	May I know your telephone number , Mam?		
Guest	081145623411 that's my number		
Reservation	Alright Mam. May I know about settle the payment ?		
Guest	I will pay by cash upon check in		
Reservation	When You will arrive to our hotel ?		
Guest	I will coming to hotel arround 3 PM		
Reservation	Allright mam Zara, I will repeat your reservation is 1 Superior room start from 23 rd Until 25 th December. Your telephone number is 081145623411. And you will pay by cash upon check in. That's correct, Mam ?	<i>Repeat Reservation</i>	
Guest	Yes		
Reservation	Any special Request, mam ?	<i>Offering Help</i>	
Guest	No Thanks		
Reservation	Thank You very much for your reservation. Looking forward for your coming to our hotel. Have you any cancellation about your reservation, please inform as soon as possible	<i>Last Greeting</i>	

22


22



SAMPLE OF ROOM RESERVATION CONSERVATION III

Name	Dialog	To Do	Not To Do
Reservation	Thank you for calling Telkom Hotel. This is with reservation, jimmy Speaking, How may i assist you ?	<i>Greeting Offering Help Clear Intonation Smile</i>	<i>Flat Intonation</i>
Guest	Hi good morning. I need hotel room. I'am Nadya Lee From Kuala Lumpur		
Reservation	Allright Ms. Nadya, May I Know when you will be arriving and how many night do you plan to say	<i>Friendly talky</i>	
Guest	On November 2 nd, 2019 its for four night, for period 2 until 6 November		
Reservation	Would you care to reserve our suite room, in our special tower or in deluxe room Mrs. Nadya ?		
Guest	I Would prefer to choose 1 Deluxe room with double bed, i stayed there on my last visit		
Reservation	Owh i see... How many part of you		
Guest	Its Only me with husband		

Continue....

23



SAMPLE OF ROOM RESERVATION CONSERVATION III (Continue)

Name	Dialog	To Do	Not To Do
Reservation	All right maam, could you wait for a moment i will check our system. ***** (Reservation Check The System and History Record) Good news Ms. Nadya 1 Deluxe for 2 period 2 until 6 November still available. Do you want me to book it now ?	<i>Check Room Available room on System</i>	<i>Too Long</i>
Guest	Yes Please		
reservation	Do You any special Request, such as non smoking room ?		
Guest	Yes I think i'd like that		
Reservation	Allright Mrs Nadya, for reservation under name for Mrs. Nadya your reservation is on Behalf your self Nadya,... Its N For November, A For Alpha, D For Delta, Y for Yankee, A for Alpha,. And your phone number is 60-333-123 is that's correct, Mrs. Nadya ??	<i>Spelling Guest Name</i>	<i>Speak to Loud</i>
Guest	Yes that Correct		

24



SAMPLE OF ROOM RESERVATION CONSERVATION III (Continue)

Name	Dialog	To Do	Not To Do
Reservation	May i have your flight number and your arrival time	<i>Repeat reservation</i>	
Guest	Sure, Of Course It with Malaysian Air line MH 123, i'll be arrive on Nov 2nd at 17,50 PM		
Reservation	Since you Will be arriving after 14.00 PM, you might wish to make guaranteed reservation with credit card to ensure the room will be held, may i have your credit card number Mrs Nadya ?	<i>Ask Detail Payment</i>	
Guest	<i>Sure, do you take Visa Card</i>		
Reservation	Yes we do, and we also need the expired date	<i>Check The Card Name</i>	
Guest	Its The Card Number 1234-5678-000, and the expired date is 12/22		

Continue....

25



SAMPLE OF ROOM RESERVATION CONSERVATION III

Name	Dialog	To Do	Not To Do
Reservation	Fine , Your guaranted reservation is confirmed for non smoking Deluxe Double room in Telkom Hotel, the arriving date on Nov 2nd and departure date on Nov 6, 2019. Your Reservation Confirmation is 1234 TX. My name is Jimmy we will send the confirmation letter to your email. If you plan to Change your reservation or any cancellation please our hotel before 6 PM, Do have any question Mrs. Nadya ?		
Guest	No, I think that enough		
Reservation	Thank You very much your reservation. We looks Forwar to see you, Have a Nice day Mrs Nadya	<i>Smile, Last Greeting. Put the handset Carefully</i>	<i>Drop the Handset</i>

26



SCORING PARAMETER



- Penilaian Praktikum Reservasi kamar dilakukan dengan metoda simulasi dan role play. Tiap – tiap mahasiswa akan secara bergiliran mencoba menangani reservasi kamar sesuai dengan prosedur yang telah ditetapkan
- Penilaian terdiri dari
 - Kelengkapan urutan kerja,
 - penggunaan bahasa inggris,
 - Ketepatan Pertanyaan dan Jawaban
 - Kecepatan

Sumber Gambar : https://www.123rf.com/photo_15117922_3d-people-men-person-and-a-graph-arrow-business-partners-.html

27

27



SCORING PARAMETER

Telkom University

Telkom Applied Science School

Reservation by Phone

Evaluation Sheet

Name: _____

Step	Descriptions	Yes	No	Score	Comment
1	Greeting and Offering Help				
2	Asking the Arrival Date and Departure Date *)				
3	Asking the type of Room *)				
4	Consulting the Reservation Plan to make sure the room is available				
5	If the room is available say "good news" and offering the room by explaining the facilities first the the room rate per night, if the room is unavailable say "sorry" then offering the other type available for the periode reserved.				
6	Asking the agreement, then blocking the room				
7	Asking the:				
	a. Complete Name of the guest, the spell name by using International Spelling Board				
	Asking the contact person if the guest does not make reservation for him/herself				
	b. Complete Address and Telephone Number				
	c. Account Settlement				
	If the Account is invoiced to the company, asking the company's name, contact person and number				
	d. Asking the arrival detail (time, flight etc.)				

Sumber Referensi : Modul Praktikum Reservation, Telkom University 2016

28

28

SCORING PARAMETER

8	Repeating the reservation data:				
	a. Name of the guest				
	b. Type of room				
	c. Arrival and Departure Date				
	d. Room rate per Night				
	e. Account Settlement				
9	Offering Special request if possible				
10	Last Greeting				
Total Score					
Date :					
Instructor :					
Signed					

Sumber Referensi : Modul Praktikum Reservation, Telkom University 2016

29

PRACTISING ROOM RESERVATION

Improve Your Skill

- 1) Carilah Seorang Teman Anda
- 2) Buatlah Suatu Kasus Pemesanan Kamar
- 3) Buatlah percakapan Room Reservation Dalam Bahasa Inggris
- 4) Ikutilah sesuai prosedur yang telah di jelaskan
- 5) Latihlah Berulang-ulang hingga lancar
- 6) Selamat Mencoba



<https://www.dreamstime.com/stock-photo-receptionist-phone-front-desk-hotel-image52565624>

30

30

POINT OF ASSESMENT

No	Item	Grade			
		A	B	C	D
1	Courtesy Polite Friendly Intonation Nervous	All Item	Need improvement	Flat	Do Not Speak up
2	Relevance Connection between question & Answer	Detail Answer	General	Not Relevance	Do not Speak up
3	Duration Time due to spesific Question	30'	30' - 60'	+ 60'	+120'
4	Speaking English	Fluent	Average	Effort	Do not Speak up

Grade :

A = 80 - 100
B = 60 - 79
C = 40 - 59
D = 20 - 39

Sumber Referensi : Modul Praktikum Reservation, Telkom University 2016

31



CONTACT US

www.telkomuniversity.ac.id

EMAIL
ersy@tass.telkomuniversity.ac.id

OFFICE
D3 Perhotelan
Fakultas Ilmu Terapan
Telkom University

Jalan Telekomunikasi No 1
Terusan Buah Batu Kab.
Bandung

32

32