

# Pertemuan 3

## Pengenalan dan Cara Pengisian Formulir Reservasi

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# 1. Reservation Form

edOTEL SMKN 2 Pulau Punjung

Jl. Baru Pulau Punjung KM.5

## INDIVIDUAL RESERVATION FORM

|                          |              |
|--------------------------|--------------|
| <input type="checkbox"/> | New Booking  |
| <input type="checkbox"/> | Amendment    |
| <input type="checkbox"/> | Cancellation |

|           |                   |      |     |        |         |
|-----------|-------------------|------|-----|--------|---------|
|           |                   | Name |     |        | Initial |
|           | Mr<br>Mrs<br>Miss |      |     |        |         |
| Cross Ref | Mr<br>Mrs<br>Miss |      |     |        |         |
| Cross Ref | Mr<br>Mrs<br>Miss |      |     |        |         |
| Date      | In                | Was  | Now | Flight | Time    |
| Date      | Out               |      |     |        |         |

|              |              |     |     |      |                     |                      |
|--------------|--------------|-----|-----|------|---------------------|----------------------|
| Requested By | Type of Room | Was | Now | Rate | VIP                 | Remarks              |
| Phone        | Standard     |     |     |      |                     |                      |
| Letter       | Superior     |     |     |      |                     |                      |
| Fax          | Deluxe       |     |     |      | Account Instruction | Deposited Received : |
| Personal     | Suite        |     |     |      |                     | Contact :            |
| E-mail       | Extra Bed    |     |     |      |                     | Phone / Fax :        |

|                       |        |
|-----------------------|--------|
| TRAVEL AGENT          |        |
| ADDRESS               |        |
| SIGNATURE / INITIAL : | DATE : |

|         |      |
|---------|------|
| INITIAL | DATE |
|         |      |

Chart

|         |      |
|---------|------|
| INITIAL | DATE |
|         |      |

Rack Slip

Reservation form : formulir yang digunakan untuk mencatat data tentang pemesanan kamar.



## 2. Reservation Chart

edOTEL SMKN 2 Pulau Punjung

JL. Baru Pulau Punjung KM.5

### RESERVATION CHART

| MONTH:    | YEAR:     |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
|-----------|-----------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
|           | ROOM/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 |
| SPR /201  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /202  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /203  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /204  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /205  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /206  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /207  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /208  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /209  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /210  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SPR /211  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| DLX / 30  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| DLX / 301 |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| DLX / 302 |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| DLX / 303 |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| DLX / 304 |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| DLX / 305 |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| DLX / 306 |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SU / 307  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SU / 308  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SU / 309  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| SU / 310  |           |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |

Tabel yang berfungsi untuk mendata kamar yang masih tersedia

# 3. Reservation Slip

Formulir kecil yang mencatat data pemesanan kamar, kemudian ini akan disimpan pada reservation rack.

edOTEL SMKN 2 Pulau Punjung

JL. Baru Pulau Punjung KM.5

## RESERVATION SLIP

|                      |                 |       |        |     |                 |              |
|----------------------|-----------------|-------|--------|-----|-----------------|--------------|
| Arrival Date:        |                 | Name: |        |     | Departure Date: |              |
| Type of room:        |                 |       |        |     |                 |              |
| STD                  | SP              | DLX   | SU     | E.B | Rate            | Arrival Time |
|                      |                 |       |        |     |                 |              |
| Reservation Made By: |                 |       |        |     |                 |              |
| Address:             |                 |       |        |     |                 |              |
| Phone:               | Contact Person: |       | Clerk: |     |                 | Date:        |
| Remarks:             |                 |       |        |     |                 |              |





# 5. Confirmation reservation

Surat konfirmasi pemesanan kamar yang telah dilakukan

edOTEL SMKN 2 Pulau Punjung

Jl. Baru Pulau Punjung KM.5

To :  
Att :  
Fax Number :  
Telepon Number :  
No. Of pages :

## CONFIRMATION OF RESERVATION

We have the pleasure to confirm your reservation as follows:

Name of Guest :  
Date of Arrival :  
Date of Depature :  
No of room :  
No of person :  
Room rate :  
Metode of payment :

Remaks :

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Reservation Confirmed By :

Date:

( \_\_\_\_\_ )





# RANGKUMAN

Dalam menangani reservasi individu, petugas reservasi harus paham mengenai formulir reservasi dan cara pengisian formulir tersebut, agar data yang diisikan lengkap dan tidak salah.





# Aktifitas 3

- Anda bekerja sebagai petugas Reservasi di Swarna Hotel. Saat ini anda menerima pemesan kamar a/n Mr. Gilbert John, beliau akan menginap tanggal 20 November 2020, selama 3 malam. Beliau akan menginap bersama keluarga (sebanyak 2 orang ). Mr. Gilbert John, ingin memesan kamar superior, No telp yang dapat dihubungi 085376549023. Beliau juga menginginkan surat konfirmasinya dikirimkan ke emailnya dengan alamat : gilbert87@gmail.com.
- Berdasarkan Kasus diatas, anda diminta untuk melengkapi formulir formulir reservasi seperti : reservation chart, reservation form, reservation slip, hotel reservation diary.