

Reservation section  
of Jayakarta hotel and spa Yogyakarta



**FINAL PROJECT**

**Submitted as a Partial Requirement in Obtaining Degree in the English  
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## CHAPTER I

### INTRODUCTION

#### A. Background

The progress of tourism industry is always related to the existence of economic advance, where tourism industry is one of the industry types that supports the development reflected in the rate of economic growth. In its progress, the success of tourism industry is connected with tourism means and accommodation.

One of the important elements of tourism progress is hotel. According to Bruce Braham in his book *Hotel Front Office*, the definition of hotel is as follows :

*An establishment held out by proprietor as offering food, drink, and if so required sleeping accommodation without special contract, to any traveler presenting himself who appears able and willing to pay a reasonable sum for the service and facilities provided and who is in a fit state to be received.*  
(Braham, 1993:173)

Hotel industry is one of the service industries that plays an important role in fulfilling and satisfying the tourist's need. In the hotel industry, all of the products that will be sold to the guests have to be observed carefully. The guests will be satisfied if they got the best service from the hotel. Good service make the guests stay longer or back again to the hotel. The increasing of service quality that is given to the guest can affect the hotel's development.

Front office is a center of activity in a hotel operation. Front office officers are responsible to welcoming the guests, carrying their luggage, helping them register, giving their room keys, giving information about the activities in the hotel and surrounding areas, and finally checking them out.

*The front office staff is the public's main contact with the hotel. The staff members handle reservation, greet guest on arrival, register new guests, dispense keys, handle incoming and outgoing mail, take messages for guests, provide information, listen to complaints, and handle check out procedures when guest depart. (Foster, 1992:22)*

Front Office is divided into many sections to do its responsibilities. In Jayakarta Hotel and Spa Yogyakarta, Front Office is divided into five sections. They are Reservation, Reception, Guest Relation Officer, Telephone Operator, and Bellboy.

One of the sections in Front Office Department is Reservation Section. Basically, all of the hotel activities start from Reservation Section. After receiving reservation from telephone, facsimile, or e-mail, the other departments are ordered to prepare the room and its need, so when the guest comes the room will be ready. "Reservation section at the room division is charged with responsibility for receiving, accepting, and making reservations for potential and actual guests of the hotel" (Steadmon within Endar Sugiarto&Sri Sulartiningrum, 1996:22). The act of taking reservation is called selling room. Reservation function consists of receiving, documenting, and analyzing room requests.

The writer is interested in discussing the reservation section in handling room reservation by doing an observation at the Front Office Department of Jayakarta Hotel and Spa Yogyakarta. The writer has to do job training in the Front Office Department at Jayakarta Hotel and Spa Yogyakarta for 2 months to get information.

### **B. Problem Statement**

According to the explanation above, the writer can state the problem statement as follows:

How does Reservation Section of Jayakarta Hotel and Spa Yogyakarta handle Room Reservation ?

### **C. Objective**

The objectives of this report is:

To find out how Reservation Section in Jayakarta Hotel and Spa Yogyakarta handles Room Reservation.

### **D. Benefits**

The writer hopes this report can give benefits to the writer, the hotel and the readers.

1. To the writer

With this report, the writer can get a lot of benefits, especially in the experience and the knowledge about hotel field. The writer knows

more about the job description of Reservation Section at hotel, especially in Jayakarta Hotel and Spa Yogyakarta. The writer also knows how reservationist handles room reservation.

## 2. To the hotel

The report can give some benefits to the hotel by giving information about the activities of Jayakarta Hotel and Spa Yogyakarta. It can help the hotel to improve and promote the information about Jayakarta Hotel and Spa Yogyakarta.

## 3. To the readers

This report can be a reference that is needed by the readers. The readers will know about reservation procedure and the role of Reservation Section in hotel.

# **CHAPTER III METHODOLOGY**

In order to do this report, the writer uses descriptive qualitative method. It means that the writer collects data, analyzes and makes conclusion. “The research is also descriptive since it is conducted by collecting data, analyzing data, and drawing conclusion based on the data without taking into account a general conclusion” (Hadi, 1983:83). The writer describes all the activities on the location that have relation with the subject of the report and determines the problems that occur in the location. “The method that looks with intense accuracy at the

phenomena of the moment and then describes precisely what the researcher sees is called descriptive survey” (Leedy, 1989:140).

### **Techniques of Data Collecting**

In doing this report, the writer uses some techniques in collecting data to support the contents, such as :

1. Collecting data by conducting an observation in the Front Office

It means that trying to get involved in doing the research by completing two month job training at Front Office Department of Jayakarta Hotel and Spa Yogyakarta.

2. Collecting data by gathering information from Reservation Section of Jayakarta Hotel and Spa Yogyakarta

During the job training, some interviews about job description, reservation procedures, and hotel products and facilities are conducted toward the Reservationist.

3. Collecting data by doing library research

To get more complete data and information, the writer read some reference books and other information sources that are related to the problem, such as Front Office, Tourism, Hotel Management, and other books.

## **Techniques of Analysis**

The data that are collected is analyzed by discerning correlation between the data in the field and the basic theory. The steps in analyzing the data can be explained as follows :

1. Analyzing data by discerning the correlation between reality in the field and theory
2. Finding the main problem that occurs in the function of the working management of Front Office Department of Jayakarta Hotel and Spa Yogyakarta
3. Drawing conclusion from the whole analysis.

## **CHAPTER V CONCLUSION AND RECOMMENDATION**

### **Conclusion**

The steps in handling reservation depend on the type of guest and sources of booking. However, Reservation Section of Jayakarta Hotel and Spa Yogyakarta has general steps in handling room reservation. The general steps are the Reservationist checks the room availability before confirming a room request, writes down the guest personal details in the reservation form, processes the guest data to the computer, and arranges the reservation based on the date of stay then puts the form to the files rack.

A room reservation needs to be guaranteed by holding a confirmed reservation, but group reservations do not require any guarantee at all. Advance deposit and travel agency/company voucher are two types of guarantee that are widely accepted by the hotel.

It is usual that sometimes the guests incidentally cancel their room reservation or make revision and amendment. The Reservationist processes all cancellations immediately in order to have the most updated room availability information so the room may be offered for sale again. The guests usually make revision of arrival date, number of room, and type of room in their reservation.

### **Recommendation**

After explaining the steps in handling room reservation which done by Reservation Section of Jayakarta Hotel and Spa Yogyakarta, the writer gives recommendations to the Reservation Section of Jayakarta Hotel and Spa Yogyakarta as follows:

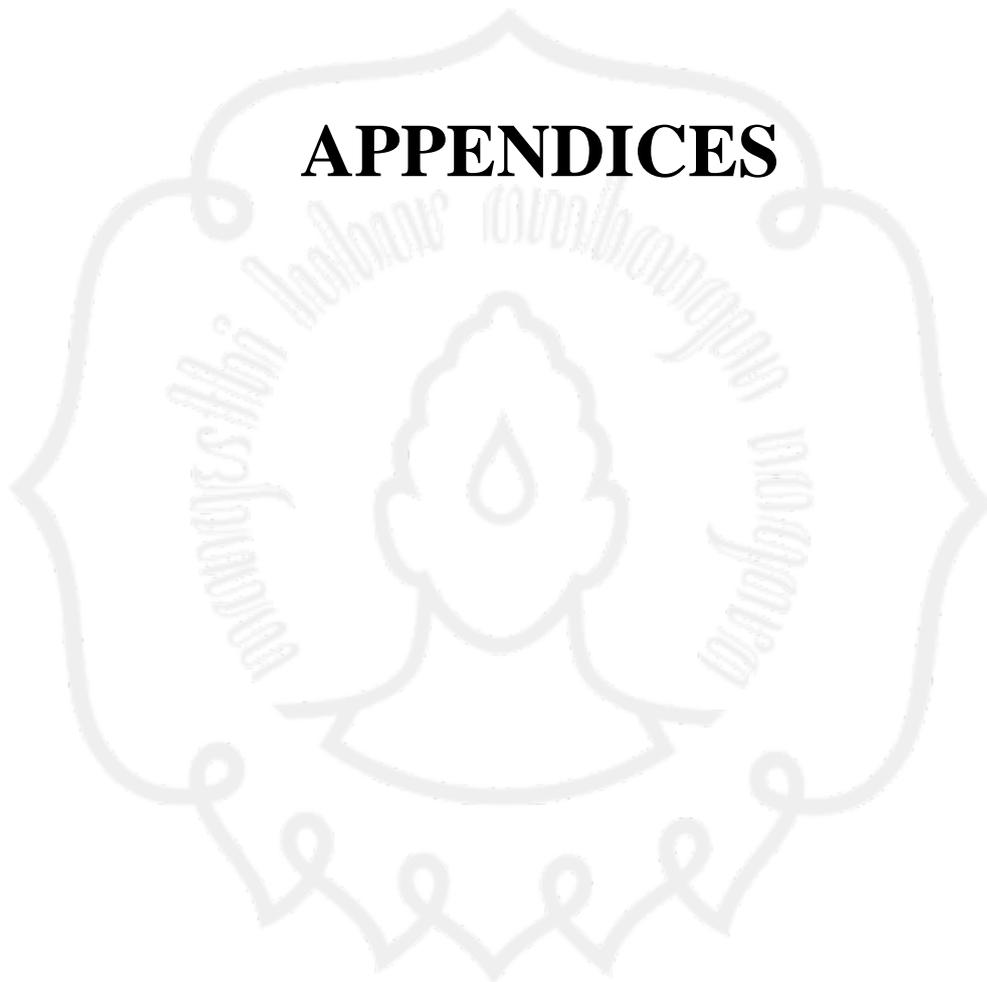
The working time of Reservation Section of Jayakarta Hotel and Spa Yogyakarta is 10 AM until 6 PM. To improve the service and to obtain the maximum revenue, it needs to stand 24 hours.

The hotel management needs to improve human resources by giving job training to all of Front Office officers about sales ability and reservation system.

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# APPENDICES



  
**THE JAYAKARTA®**  
 YOGYAKARTA  
 HOTEL & SPA  
 Jl. Laksda Adisucipto Km. 8  
 Phone : (0274) 488 418, Fax : (0274) 485 415  
 Yogyakarta, Indonesia. Home page : <http://www.jayakarta.co.id>  
 email : [jhyogya@ndo.net.id](mailto:jhyogya@ndo.net.id) / [hoteljayakartayogya@jogjamedia.net](mailto:hoteljayakartayogya@jogjamedia.net)

To : \_\_\_\_\_ Date : \_\_\_\_\_  
 Attention : \_\_\_\_\_ From : \_\_\_\_\_  
 Fax No : \_\_\_\_\_ Fax No : \_\_\_\_\_  
 Re : \_\_\_\_\_ Page(s) : \_\_\_\_\_

Dear sir / Madame,  
 Thank you very much for your reservation / revision dated \_\_\_\_\_  
 We've booked your reservation / revision as shown below :

BOOKING STATUS		CONFIRMED		WAITING LIST		TENTATIVE	
Name							
Address							
Phone		Fax		Time	Transportation Required		
Arrival Date		Flt No		E t a	Yes		No
Dept Date		Flt No		E t d	Yes		No
Type Of Rooms		Number Of Room(s)	Rate	Account Instruction			
				P/A		C/A	
<b>O N :</b>							
Standard	Single						
	Double						
Superior	Single						
	Double						
Deluxe	Single						
	Double						
Executive							
Junior Suite							
Suite				Source of booking		Reserved By	
Jayakarta Super Suite				Direct			
Extra Bed				Phone		Taken By	
				Fax/Tlx			
				Letter		Reg No	
REMARKS :							

- Attention :
1. Reservation will be held until 6 PM, unless detail time of arrival advised
  2. No show will be subject to one night cancellation fee
  3. Kindly provide the NAME LIST & VOUCHER A.S.A.P.



Hotel & Spa

# CERTIFICATE

*This is to certify that*

**Rahayu Indrawati**

**"JINS Fak Sastra & Seni Rupa" Surakarta**

*has successfully completed on the job training in the Department of*

**Front Office**

*from* **January 10, 2005** *to* **March 09, 2005**

**Yogyakarta, March 21, 2005**

**I Ketut Budhu**

**General Manager**



**Idris Supriawan**

**Human Resource Manager**

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