

# THE RESERVATION SECTION IN SAPHIR HOTEL YOGYAKARTA



## FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English  
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By:

Devi Amelia  
C9307029

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## APPROVAL OF CONSULTANT

**Approved to be examined before the Board of Examiners,  
English Diploma Program, Faculty of Letters and fine Arts  
Sebelas Maret University**


**Title : THE RESERVATION SECTION IN SAPHIR  
HOTEL YOGYAKARTA**

**Name : Devi Amelia  
NIM : C9307029**



**Supervisor,**

**Dra. Nani Sukarni, MS**

  
(.....)  
**NIP. 195103211981032002**

## APPROVAL OF THE BOARD OF EXAMINERS

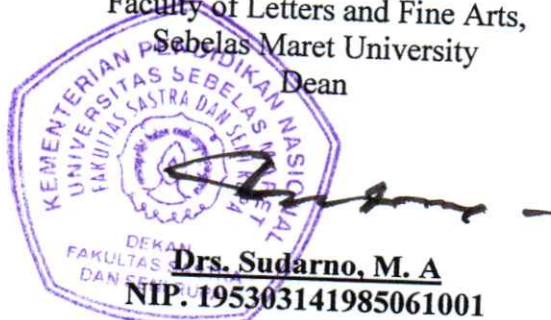
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Report Title : THE RESERVATION SECTION IN SAPHIR HOTEL  
YOGYAKARTA  
Student's name : Devi Amelia  
NIM : C9307029  
Examination Date : January, 25, 2011

The Board Examiners:

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NIP. 198209272008122001
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Main Examiner  
(.....)  
NIP. 195103211981032002

Faculty of Letters and Fine Arts,  
Sebelas Maret University  
Dean

  
Drs. Sudarno, M. A  
NIP. 195303141985061001

## MOTTO

**"Don't count the days,  
make the days count**



## DEDICATION



This report is dedicated to:

- ✚ **Almighty ALLAH SWT**
- ✚ **My beloved mother and father**
- ✚ **My beloved brothers Eryc,  
Edo, Fikri**



## PREFACE

*Alhamdulillahirobbil alamin.....* Finally the writer could finish this report. She wants to say thanks ALLAH SWT, then all of her family and her friends who always gave me help and support. She knows that her family is far from here but i am sure that they always pray to me.

This Report is about reservation section in Saphir Hotel Yogyakarta. It was written while her job training in Sales and Marketing Department for three months. The writer got many experiences and new knowledges in hotel industry, especially in reservation section.

In Saphir hotel, Reservation Section is included part of Sales and Marketing Department. The Reservation section is the reservation section (pre arrival) will be contacted prior the guests, before staying at the hotel. So the reservation section worked at 07.00 a.m. The writer chooses this topic because there are many activities done by the reservationists which can be studied.

The writer hopes it can be beneficial to the readers. Certainly, this project is not perfect. An aphorism says **"There is no tusk which is not cracked"**.

The writer

Devi Amelia

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Finally, I would only say thanks for everyone I can not mention one by one who helped me in finishing this final project. I know that this final project is not perfect. I hope this report will be useful for all reader.

Solo, January 2011

Devi Amelia



## ABSTRACT

**DEVI AMELIA. 2011. THE RESERVATION SECTION IN SAPHIR HOTEL YOGYAKARTA. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.**

Nowadays, Indonesia has many tourism industries. Yogyakarta is one of big cities in Indonesia. There are many accommodations, such as hotels and restaurants. In Saphir Hotel Yogyakarta, reservation section is a part of Sales and Marketing Department Office. It means that reservation section is in the same office as Sales and Marketing Department Office. The most important section in hotel is reservation section because it is the first section (pre arrival) which will be contacted by the guests, before staying at the hotel. The objective of my final project report is to describe the activities of the reservationists in Saphir Hotel Yogyakarta.

The steps in handling room reservations are based on the sources of booking and types of guests. The types of reservation are guaranteed reservation and non-guaranteed reservation. The cancellation and revision are often found by reservationists.

The writer suggests that the reservationists should be on time and improve English language. The hotel management should give room inspection to trainees and register the trainees' finger in the office.

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