

APPENDICES

Appendix 1

General Description of SMKN 3 Banjarmasin

1. Brief history of SMKN 3 Banjarmasin

The existence of SMKN 3 Banjarmasin has experienced 2 (two) times moved the location, the first one in the early years of the founding of the school is located at *Jalan AES Nasution Subdistrict of Kampung Gadang*, Central Banjarmasin which is now used SLTP 10 Banjarmasin. In 1989 for the development of statistics of numbered 341156003002 gets a new local with permanent buildings in *Jalan Pramuka RT. 20 No. 52 0511-3257477* Telephone and Facsimile 0511-3272968 Sungai Lulut East Banjarmasin. There are seven major in SMKN 3 Banjarmasin, such as :

- Accounting
- Marketing
- Hotel accommodation
- Administration offices
- Tourism services

Throughout its history the run for 47 years has been terjadi 7 (seven) times the turnover of principals, on the following table :

No	Names Of Headmaster	Post Period
1.	Subakir	1964 - 1967

2.	Purwanto Hadi	1967 - 1973
3.	E. Suffrabowo	1974 - 1983
4.	Herman Soesongko, S.H.	1983 - 1996
5.	Drs. M. Hasnan Yahya	1997 - 2000
6.	Drs. Gatot Subiyanto	2000 - 2003
7.	Drs. Johnny Manurung, MM	2003 - 2014
8.	Drs. H. Muryadi, SH. MM	2014 - now

Then, the explanation about vision and mission of SMKN 3 Banjarmasin are as follows :

a. VISION

Education and training institutions became an international environmentally and produce Graduates who are able to compete in the Global job market

b. MISSION

Improve the quality, quantity and means of learning strategies so as to produce graduates who can fill jobs inside and outside the country through:

- 1) Increased ability of produce educators
- 2) increase in completeness and infrastructure
- 3) Adjustment of curriculum.
- 4) Implementation of a competency-based learning and production-based.

- 5) Environmental management of schools based on a clean, beautiful, and healthy (*bungas*).

As the school's best performance based on the results of evaluation/Assessment conducted by the education service of the city of Banjarmasin on October 21 to December 27, 2004 with Very Good and received a Charter Award number: 420/4009-DM/Dipendik/2004 dated December 2004.

On January 3, 2005, that has been the SMKN 3 Banjarmasin potentially set to be developed into an SMK international standard for Business Tourism Services Program by Directorate General and vocational secondary education Jakarta DECREE number: 0026/c 5.3/MN/2005 and on October 2, 2006, SMK Negeri 3 Banjarmasin was established as an international SMK with the flagship Program of Tourism major by the Directorate-General of the construction of the Vocational secondary school Jakarta DECREE Number : 2850/C 5.4/MN/2006. Then the school on May 16, 2008 has been verified as a Prospective International School CMS (CMS-SBI).

In addition, SMK Negeri 3 Banjarmasin as well worth it as the place of competence (TUK) for an eye test Ticketing and Tour by Certifying the profession of Tourism Jakarta, October 31, 2004 with the decree number: 005/LSP-Par/TUK/X/2005. Defined as a member of ASITA (Association of the Indonesia Tours & Travel Agencies) as an associate member with the certificate number NIA: 104/XIII/DPP/2006 on 24 January 2006. Then on May 1, 2006 the school entered a new era

with a set of quality management system ISO 9001:2000 and eventually on October 6, 2006-SMK Negeri 3 Banjarmasin SMM certified ISO 9001:2000 issued by UKAS United Kingdom with number certificate 18366 No.1.

Based on the decision of the Council of the Agency for the accreditation of schools of the province of South Kalimantan on May 27, 2007, the Chairman of the school's Accreditation in South Kalimantan Province stipulates that Accounting Skills Program, Administration Program offices, Program sales, Business Tourism Services Program with each obtain a predicate is very good.

Go ahead and develop SMKN 3 Banjarmasin has implemented quality management system ISO 9001:2008 and has had ISO 9001:2008 certificate issued by UKAS United Kingdom on October 6, 2009 with certificate number 18366 Issue No. 2.

With a wide range of achievements obtained as well as the application of ISO 9001:2008 SMM SMK Negeri 3 Banjarmasin had been ready to serve and implement quality improvement educational resources that are able to compete in the global era.

In SMKN 3 Banjarmasin has good facilities that support teaching learning process. such as : classroom, teacher and administration's room, Library, science laboratory, Multimedia Room, Computer laboratory, tourism office, minimarket, ticketing office, Musholla room of UKS, room of OSIS, canteen, toilet for student and teacher, parking area.

Appendix 2

Table of Translating List

No	Page	Chapter	Indonesian	English
1	2	1	Bacalah dengan (menyebut) nama Tuhanmu yang menciptakan. Dia telah menciptakan manusia dari segumpal darah. Bacalah, dan Tuhanmulah yang Maha pemurah. Yang mengajar (manusia) dengan pena. Dia mengajarkan manusia apa ya yang tidak diketahuinya.	“proclaim! (or read!) in the name of Thy lord and Cherisher, who created- Created man, out of a (mere) clot of congealed Blood: Proclaim! And Thy Lord is Most Bountiful,- He who taught (tehe use of) the pen, taught man that which He knew not. (Al-Alaq verse 1-5)
2	5	1	Baginya (manusia) ada malaikat-malaikat yang selalu menjaganya bergiliran, dari depan dan belakangnya. Mereka menjaga atas perintah Allah. Sesungguhnya Allah tidak akan mengubah keadaan suatu kaum sebelum mereka mengubah keadaan diri mereka sendiri. Dan apabila Allah menghendaki keburukan terhadap suatu kaum, maka tak ada yang dapat menolaknya	For him (each person), there are angels in succession, before and behind him. They guard him by the Command of Allah. Verily! Allah will not change the good condition of a people as long as they do not change their state of goodness themselves (by committing sins and by being ungrateful and disobedient

			<p>dan tidak ada pelindung bagi mereka selain Dia.</p>	<p>to Allah). But when Alllah wills a people's punishment, there can be no turning back of it, and they will find besides Him no protector. (Ar-Ra'd verse 11)</p>
--	--	--	--	--

Provide Arrival and Departure Assistance

Unit Code: PARUJPFTG02C

Competency Standard

Teacher Focused & Student Centred Materials

Assessment Tasks

Acknowledgements

Indonesia Australia Partnership for Skill Development Travel and Tourism Project Team gratefully acknowledges the contribution and support of the following organizations and businesses

Association of the Indonesian Tours and Travel Agencies (ASITA)
Indonesian Guides Association (HPI)
Society of Indonesian Professional Conference Organisers (SIPCO)
Indonesia Congress and Convention Association (INCCA)
Association of Indonesian Tourism Attractions (PUTRI)
Ministry of Culture and Tourism (MOCT)
Ministry of Manpower and Transmigration (MOMT)
Ministry of National Education (MONE)
Australian National Training Authority (ANTA)
Australian Agency for International Development (AusAID)
Tourism Training Australia (TTA)
PT. Abacus Distribution Systems Indonesia

Section 1 Introduction to this Guide

Welcome to this guide.

This guide uses competency-based training to teach workplace skills. It is based on a competency standard that is a nationally agreed statement of the skills, knowledge and attitude needed for a particular task. The major emphasis is on what an individual can do as a result of training. One of the most important characteristics of competency-based training is its focus on training individuals for actual jobs in the workplace.

This guide will help you teach, provide student centred activities and assess in line with the competency standard titled Provide Arrival and Departure Assistance.

This guide deals with the skills knowledge and attitude required to provide arrival and departure assistance, generally between transport terminals and accommodation.

There is a link between this unit and all other guiding units.

Combined delivery/assessment may be appropriate.

Trainers should structure their sessions according to the:

- needs of their trainees
- requirements of their organization
- time available for training
- training situation.

A delivery strategy, including a content plan, has been provided for trainers. The suggested content gives an indication of what needs to be covered in the program to meet the competency standard.

The delivery strategy used and assessment provided in this package are not compulsory and should be used as a guide. Trainers are encouraged to utilize their own industry knowledge, experience, local examples and products to adapt the materials or develop their own resources, in order to ensure the relevance of the training.

Definitions





In the training materials, a person attempting to achieve competence is referred to as a trainee. In your own training situation this person may be referred to as a student, a learner, or a participant. Similarly, a person teaching this competence is referred to as a trainer. In your own training situation, this person may be referred to as a teacher, mentor, facilitator or supervisor.

How long will this competency take to achieve

Under competency-based training, the focus should be on achieving competence, not on fulfilling a particular time requirement, as different trainees may take different lengths of time to be competent in a particular skill.

Symbols

Throughout the training package you will see a range of symbols. This is what they mean:

Symbol	Meaning
	Handout for trainees
	Overhead Transparency of information to be transferred to a chalkboard or flipchart for trainer
	Assessment Task to be completed
	Task or Activity to be completed

Glossary

Access and Equity

Refers to the fact that training should be accessible to everyone regardless of age, gender, social, cultural, religious or educational background.

Assessment

The formal process ensuring training meets the standards required by industry. This process is performed by a qualified assessor within a nationally agreed framework.

Competent

Able to do the job and has all the necessary skills, knowledge and attitude to perform effectively in the workplace, according to agreed standards.

Competency-Based Training

Training that is concerned with what people must be able to do and measures performance against agreed standards.

Critical Aspects of Assessment

Explains the central point of the assessment and the key points to look for when assessing.

Context of Assessment

Specifies where, how and by what methods assessment should occur.

Elements

The skills which make up a unit of competence.

Evidence Guide

These are guidelines on how a unit should be assessed.

Fair

Does not disadvantage particular candidates.

Flexible

Acknowledges that there is no single approach to the delivery and assessment of performance in a competency-based system.

Formative Assessment

These are small assessment tasks done during training. They assist in making sure that learning is taking place and also give the trainees feedback on their progress.

Key Ability

Abilities that underpin all work performance. These are collecting, analysing and organizing ideas and information, communicating ideas and information, planning and organizing activities, working with others and in teams, solving problems, using technology, using mathematical ideas and techniques.

These abilities are graded in different levels as follows:

Level of ability to be demonstrated in achieving this capability	
Level	Characteristics
1	Undertakes routine tasks within established procedures and is subject to frequent progress checks by supervisor.
2	Undertakes broader and more complex tasks with increasing personal autonomy for own work. Supervisor upon completion checks work.
3	Undertakes complex and non-routine activities, is self directed and responsible for the work of others.

Linkages to Other Units

Describes the role of the unit and its place within the full set of competencies specified by industry. It provides guidance as to which units may be assessed together.

National Competency Standards

Nationally agreed statements of the skills, knowledge and attitude people need at work and the standards of performance that are required.

Performance Criteria

This is used to judge whether an individual has achieved competence in a unit.

Qualified Assessor

A person who is qualified to assess.

Range of Variables

This details the range of different contexts that may apply to a particular unit.

Reliable

Uses methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently in all contexts and to all trainees.

Standards and Certification Institute

Ministry of Manpower (MOM) has given authority to the Association of Indonesian Travel Agents (ASITA) and the Indonesian Hotels and Restaurants Association (PHRI) to establish the Institute for the Standardisation and Certification of the Competency of Indonesian workers in the Tourism, Hotels and Restaurant Industries. The Institute will develop competency standards and information systems for the standardisation and certification of competencies, administer competency tests and certify Indonesian workers in the tourism industry.

Summative Assessment

The assessment done after training of the completed unit of competence to ensure that trainees have achieved the performance criteria.

Underpinning Skills and Knowledge

Defines the skills and knowledge required to be competent at the specified level.

Unit descriptor

A general description of the competency standard.

Valid

Judgment on the same evidence and criteria will produce the same assessment outcomes from different assessors.

Arrival Transfer Procedures

Customer Arrival Information and Procedures are concerned with:

Knowing the types of transport terminals in the local area

These may include:

- **Domestic Airport Terminals**
- **International airport terminals**
- **Coach and bus terminals**
- **Railway stations**
- **Shipping ports.**

Reading the information board of arrivals/departure, eg:

- **Flight number**
- **Estimate time arrival (ETA)**
- **Estimate time departure (ETD)**
- **Gate number.**

Taking action to deal with schedule alterations:

- **Inform the office**
- **Inform the accommodation venue**
- **Inform other personnel eg coach drivers**

Arrival Transfer Procedures

Types of transfer suppliers may include:

- **Coach companies**
- **Limousine companies**
- **Taxi companies.**

Notes should be made of:

- **Transfer supplier address/phone number**
- **Type of transport provided**
- **Number of transport (plate number)**
- **Name of driver**

Note: it is important to liaise and reconfirm the correct time and place with transport suppliers prior to the arrival of the customer.

Arrival Transfer Procedures

Identification Techniques may include:

- **Name tags**
- **Badges**
- **Uniforms**
- **Umbrella or Flag**
- **Sign.**

If identification techniques are not used, there is increased possibility of:

- **Complaints from customers**
- **Missing the customer (this may happen for many reasons!)**
- **Confusion and loss of valuable time.**

Arrival Transfer Procedures

The tour guide should be very familiar with the facilities and amenities at the terminal

These may include:

- Information centre
- Waiting room
- Check in counters
- Baby room
- A prayer room
- Rest rooms
- Money changer area
- Banks and restaurants
- Entrance and exit gates
- Airline, hotel, car rental offices
- Taxi counter
- Group meeting area.

Arrival Transfer Procedures

The tour guide should be aware of meet/greet protocols that may apply at a terminal

For example:

- Can customers be met in the baggage claim area?
- Are there special areas set aside to greet customers?
- Can customers be assisted with their baggage prior to leaving the customs area?

Arrival Transfer Procedures

Detailed and accurate passenger lists are important so that information can be recorded about:

- Arrivals
- No shows
- Other comments or details.

Items often included in a passengers list include:

- Number and names of arriving customers
- Arrival information including arrival time and flight, coach or train number
- Arrival point, platform or terminal
- Designated meeting place
- Confirmation of the transfer method and time with supplier of transport
- Departure point of transport provided
- Checked baggage list
- Loading and transportation of luggage check list.

Arrival Transfer Procedures

Arrangements for the transfer of baggage from the terminal are often made prior to the customer's arrival.

This involves:

- Reconfirming time and place of arrival
- Driver arriving 1 hour before arrival at terminal
- Informing driver about the pick up location
- Providing the driver with parking fee and toll fee.

Picking up the baggage transport on time is important because:

- Customers are not worried and can see that arrangements are being taken care of
- It demonstrates the professional nature of the business
- It means time is not wasted.

Arrival Transfer Procedures

Baggage procedures are as follows:

- **Prepare a baggage list for checking the number of baggage pieces transported**
- **Collect baggage and count them according to the passenger list provided**
- **Let people check their own baggage**
- **Arrange baggage transportation**
- **Ensure that the correct baggage is transported.**

It is important to accurately count the number of pieces of baggage to avoid baggage loss.

Arrival Transfer Procedures

Steps to take when baggage is lost include:

- **Report to the Lost and Found counter**
- **Get a receipt**
- **Report the loss to the office or travel agent**
- **Call periodically to find out progress of the search and keep the person involved well informed**
- **The baggage is not found, report the loss to the supplier involved.**

Arrival Transfer Procedures

General welcome and introduction procedures consists of:

- **A general welcome:**
 - **Greeting:** Good morning or afternoon or evening
 - **Addressing:** Depending on type of audience:
 - Ladies and gentlemen
 - Distinguished guest
 - Your excellency or highness
 - **On behalf of -----** (name of travel agency or company)
 - **I would like to welcome you to-----** (Place)
- **An introduction:**
 - **My name is: -----** and your driver's name is -----
(Do not forget to smile, be confident, have eye contact with customer)
- **Include some advice regarding:**
 - Current arrangements/plans
 - Safety and security matters
 - Some custom and traditions (local).
- **Address should be:**
 - Welcoming
 - Friendly
 - Knowledgeable
 - Considerate of customer's cultural background.

Deliver Arrival Information

Customer information regarding transfer arrangements may include:

- **Location of coach**
- **Loading baggage procedures**
- **Arrangements upon arrival at accommodation**
- **Location of the terminal in relation to where customers are staying**
- **Provision of some basic information by the guide eg name of hotel, its location, some facilities/amenities it provides eg safety deposit boxes, internet connections.**

Deliver Arrival Information

- **Clients should be informed about the any forthcoming tour arrangements that may be included in their program or offered as optional extras**
- **Details may include:**
 - **Type of tour eg city sights**
 - **Time/day of departure**
 - **Place of departure**
 - **Duration of the tour**
 - **Information about clothes or shoes to wear**
 - **Whether extra costs are involved.**

Deliver Arrival Information

Customers should be informed about:

Local time:

- **Watches should be adjusted on arrival by customer**
- **It is important to confirm any time differences on arrival.**

E.g.:

- **Singapore time is 1 hour ahead of Jakarta**
- **Bali time is 1 hour ahead of Jakarta**
- **Irian Jaya/Papua is 2 hours ahead of Jakarta.**

Office hours: (may vary, but generally)

- **Monday to Thursday: 08.00-17.00 (lunch: 12.00-13.00)**
- **Friday: 08.00-17.00 (prayer time to go to mosque 11.30 – 13.00)**

Time zones:

In Indonesia there are 3 time zones:

- **Western Indonesian standard time (GMT +7 hours)**
- **Central Indonesian standard Time (GMT +8 hours)**
- **Eastern Indonesia standard time (GMT +9 hours).**

OHT 14

HO 15

Deliver Arrival Information

Customers must be also be informed about exchange rates and other currency issues

For example:

The currency in Indonesia is the Rupiah (IDR)

At the moment the exchange rate for US\$1.00= Rp ----

-

The condition of the banknotes should be:

- **Clean (No stains or writing)**
- **Smooth (Not too creased)**
- **Not torn.**

Exchange rates might fluctuate due to issues such as:

- **Economic growth or downturn**
- **Political developments eg change in leader**
- **Security problems.**

Major foreign exchange currencies accepted:

- **US Dollar**
- **Singapore Dollar**
- **Australian Dollar**
- **Canadian Dollar**
- **Dutch Guilder**
- **Belgian Franc**
- **Deutsche Mark**
- **Pound Sterling**
- **Malaysian Dollar.**

Foreign money may be exchanged at:

- **Banks: State/private/foreign**
- **Money changers: Scattered all over town**
- **Hotels, resorts.**

Generally speaking, money changers offer the best rate of exchange

Deliver Arriving Information

Tipping in Indonesia is quite common

- **Although not compulsory, it depends on the type and quality of service provided**
- **In some restaurants, a service charge is already included in the bill (usually 10%-21%)**
- **The guide should advise the customer accordingly when tipping is appropriate, eg:**
 - **At airports, railway stations, ports**
 - **Hotels**
 - **Restaurants**
 - **Driver, etc.**

Tipping acts:

- **As a token of satisfaction of the customer**
- **As a token of appreciation for the services received.**

Deliver Arriving Information

Advice about the geography of hotel and the local vicinity, is important to clients, because they can feel at ease in the new environment

For example:

- **Where is the hotel located in the city:**
 - **Centre**
 - **East**
 - **West**
 - **South**
 - **North.**
- **What local transport facilities are available: bus, taxi, train**
- **Where is the nearest: Post office**
- **Bank or money changer**
- **Shopping centre.**

Deliver Arriving Information

When checking in a group of clients into their accommodation it is important to advise them about the facilities of the hotel or accommodation venue.

These may include:

- **Reception area eg security boxes**
- **Cashier area**
- **Concierge services**
- **Business Centre**
- **Coffee Shop**
- **Restaurants**
- **Laundry**
- **Operator assisted or international/regional direct dialing**
- **Car Call**
- **Video and TV**
- **Car Parking**
- **Restrooms**
- **Sport Facilities: fitness centre, swimming pool, massage**
- **Bars.**

Deliver Arriving Information

Destination Information provided by the Tour Guide may include details about:

- **The itinerary**
- **Length or duration of the tour**
- **The types of transportation to be used**
- **Standard or type of accommodation and facilities**
- **Types of meals included**
- **Attractions to be visited**
- **Optional tours**
- **Special requirements eg certain type of shoes or clothes to be worn.**

The level of detail to be provided on these items must be sufficient for the customer to feel comfortable about the arrangements.

Check-in Procedures on Arrival at Accommodation Venue

This involves:

- **Clients are received by duty manager of accommodation venue**
- **Clients may be offered a welcome drink**
- **Information about and location of facilities at accommodation such as: coffee shop, business centre, rest rooms, is given to clients**
- **Filling-in regristration forms including: Name, Address, Passport number, etc**
- **Making a copy of credit card for possible extra personal expenses**
- **Distribution of the baggage**
- **Room allocation and distribution of keys.**

Check in Procedures on Arrival at Accommodation Venue

To minimise confusion and time delays on arrival at accommodation venue the clients should be told to have their:

- **Passport**
- **Credit card**
- **Pen.**

Ready confusion can occur when:

- **There is a communication gap between clients and accommodation staff eg language problem**
- **Clients are nervous because of unfamiliar surroundings**
- **Clients are not well informed eg not told where to wait for keys**
- **Clients are too shy to ask for assistance**
- **Tour guide's advice is contrary to advise provided by hotel staff.**

Check in Procedures on Arrival at Accommodation Venue

Friendly and efficient assistance that helps with the check in process is very important because:

- **Customers may feel shy, nervous and tired**
- **Customers are in unfamiliar surroundings**
- **Customers may be inexperienced travellers**
- **Customers may be elderly or unsure of what has to be done**
- **Friendly and efficient assistance is given by:**
 - **Offering assistance in a cheerful way**
 - **Paying full attention to the client**
 - **Listening to their questions and needs**
 - **Giving answers politely**
 - **Giving all information necessary in a tactful, confident and professional way.**

Check in Procedures on Arrival at Accommodation Venue

Liaison between guide and accommodation staff is important because

- **It helps to ensure an efficient check-in procedure**
- **It minimises communication difficulties or gaps e.g. for customers not speaking the language**
- **It helps to meet any customers special needs because explanations can be provided to staff, eg:**
 - **Vegetarian food requests**
 - **Other special dietary needs**
 - **Room requests eg non smoking area**
 - **Facilities for disabled people.**

Departure Transfer Procedures

Important departure details to check with carriers prior to departure include:

- **Departure information including departure time, flight/train/bus numbers, check in time**
- **Departure point, platform or terminal and their facilities**
- **Confirmation of transfer method and time with transport supplier**
- **Departure point for transportation of passengers**
- **Numbers of bags to be transferred**
- **How baggage list will be checked**
- **Loading and transportation of baggage procedures.**

Departure Transfer Procedures

It is important to have a contingency plan for use when changes in schedule or other problems occur

This should Includes:

- **Informing the office**
- **Informing the customers**
- **Informing the transport supplier**
- **Providing accommodation (if required)**
- **Informing others as necessary eg other suppliers affected by the changes.**

Departure Transfer Procedures

Departure Procedures include finalising details regarding:

- **Check in time, departure time, flight number and departure point or terminal**
- **Baggage loading (check quantity)**
- **Time and method of transfer**
- **Departure point for transportation of passengers**
- **Customers departure formalities, including:**
 - **Outgoing passenger card**
 - **Airport tax**
 - **Passports**
 - **Tickets**
 - **Visa.**

On the day of departure, final procedures include:

- **Settling personal bills**
- **Checking for items left in safety deposit boxes**
- **Checking rooms for items left.**

Departure Transfer Procedures

Passenger List details contain:

- Name, address, passport number
- Nationality
- Visas (if necessary)
- Destination
- Ticket information eg number
- Number of pieces of baggage
- Room Numbers.

Departure Transfer Procedures

Baggage checking prior to departure is essential so that no items are left behind

Steps to be taken include:

- **Prepare a baggage list**
- **Check the number of pieces of baggage according to baggage list**
- **Ask the customer to check their own baggage**
- **Double check with the bell captain the number of pieces of baggage**
- **Supervise loading of the baggage for transportation to terminal.**

Departure Transfer Procedures

Just before departure from the hotel it is important to conduct a final check

For example:

- All Items removed from safety deposit boxes
- Passengers have their passports and tickets
- Passenger have departure cards completed
- Passenger have Health Certificates (where necessary)
- All personal bills have been paid
- All hotel keys have been returned
- All passengers have money to pay the departure tax
- Finally recheck in the coach before departure whether all the above has been fulfilled.

Departure Transfer Procedures

Departure Procedures may include

- **Checking passport validity: eg is it still valid for at least 6 months upon arrival**
- **Providing duty free allowance information: eg what value or how much can a person buy**
- **Providing and explaining outgoing passenger cards: ie what data is required**
- **Providing information about airport tax:**
 - Domestic Rp 11.000**
 - International Rp. 50.000**
- **Providing information about Visas requirements**
- **Assisting with health certificates: (if necessary)**
- **Advising people about valuables: eg carry with them rather than put with checked in baggage.**

Departure Transfer Procedures

Feedback may relate to:

- The quality of services provided
- The competence of the tour guide
- The tourists attractions visited
- The accommodation
- The driver's attitude
- Transportation facilities/services
- Complaints and suggestions.

It may be obtained through comments made, surveys distributed or by customers writing letters or notes

The above details should be relayed accurately to the company so:

- The company may use the information to upgrade their products/services
- The company may use the data as part of their quality assurance program.

Departure Transfer Procedures

Steps to ensure an orderly and efficient check-in at transport terminal may include:

- **Notifying the airline of group arrival time and size of group**
- **Taking the customers to the departure terminal and check in area**
- **Ensuring that customer have their baggage with them**
- **Assisting with the security checks**
- **Ensuring that documentation is completed**
- **Keeping the group together in one place**
- **Checking that hand luggage is not more than the allowance**
- **Collecting all passports, tickets and departure taxes (where this is allowed) to complete a group check in.**

CURRICULUM VITAE

Name : Nurul Hamdanah

Place, Date Of Birth : Mataraman, Mei 25, 1994

Gender : Female

Religion : Islam

Nationality : Indonesia

Marital Status : Single

Address : Pondok Pesantren Tahfidz Al-Qur'an
Siti Khadijah Jl. Ahmad Yani Km 4,5
Gang Amanah Rt 35 No 32
Kel.Pekapuran Raya Kec. Banjarmasin
Timur

Education : SDN Mataraman 3 (2000-2006)

MTsn Mataraman (2006-2009)

SMAN 1 Mataraman (2009-2012)

S1 English Department Of Tarbiyah
And Teachers Training Faculty Of Iain
Antasari Banjarmasin (2012-2016)

Organization : Dewan Mahasiswa Iain

Antasari Banjarmasin (2012 - 2014)

Himpunan Mahasiswa Islam

Komisariat Fakultas Tarbiyah

Parents:

Father's Name : H. Helmani

Mother's Name : Hamdah

Banjarmasin, Ramadhan, 1437 A.H

June, 2016 A.D