



STANDARD OPERATING PROCEDURE DRIVER

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PREFACE

Mangupura, 1 December 2019



Greetings from Care and Love Corporation,

First of all, we would like to thank to Ida Sang Hyang Widhi Wasa (God Almighty) for the completion of this standard operating procedure. This guidance book is based on the owner's experience in hospitality industry, which aims to help young people who want to work in hospitality industry, especially in Katak Tepi Sawah Villa, Restaurant and SPA.

CEO

CARE & LOVE CORPORATION

I Nyoman Sudiartawan, S.S

TABLE OF CONTENT

PREFACE.....	ii
TABLE OF CONTENT	iii
STANDARD OPERATING PROCEDURE DRIVER.....	1
1. APPEARANCE.....	Error! Bookmark not defined.
2. PREPARATION	1
3. KNOWLEDGE PREPARATION.....	2
4. WELCOMING IN THE AIRPORT.....	2
6. PROCEDURE IN THE CAR.....	2
7. CONVERSATION IN THE CAR.....	2
8. PROCEDURE BEFORE ARRIVING IN KTS	4

STANDARD OPERATING PROCEDURE DRIVER

1. GROOMING

Driver wears clean and fragrance balinese madya costume



2. PREPARATION

- ✓ Clean car
- ✓ Car Full of gasoline
- ✓ 2 - 4 bottles cool mineral water
- ✓ 2 - 4 cool towels
- ✓ Flask Disk with rindik music/ pop music
- ✓ Name board
- ✓ KTS Information Book
- ✓ Hang flower (for VIP/VVIP Guest)
- ✓ Phone
- ✓ Pick up form



3. KNOWLEDGE PREPARATION

- a. Knowing the guest arrival information (Flight, time and guest name)
- b. Knowing about Bali in general (weather, good places, the population in Bali, Hindu temple and Hindu culture)
- c. Knowing KTS Product (room, outlets, nearest beach and tourism area around KTS)

4. WELCOMING IN THE AIRPORT

- a. Welcome to the guest with warm smile and ask the driver or training to take over the guest luggages
- b. Introduction our self (guide and driver)
- c. Hang the flower to the guest
- d. Guide the guest to the car
- e. Offering cool towel and cool water to the guest

6. PROCEDURE IN THE CAR

- a. Filling pick up form
- b. Bring guest lugagage to the car
- c. Open the door of the car for the guest (child- elder- ladies- boys)

7. CONVERSATION IN THE CAR

- a. Welcome the one more time

“ Mr/Ms Merry. Welcome to Paradise island of Bali. I will be your guide/ driver during your vacation in Bali”
- b. Introduce yourself one more time

“ I am Made”
- c. Ask general question
 - *“How was your flight to Bali ?”*

- *“This is the first time you come to Bali?”/ “Have you been to Bali before?”*
- *“How is the weather in your country?”*
- *“Do you have any special event on this vacation (honeymoon, anniversary, birthday or just holiday?”*

d. In the mean time explain about the room that they book

“ You room is Century. It is beautiful loft room with rice field view “

e. Explain about Bali

- *“ Temperature in Bali is about 26-30 degree celcius, so you have to use sun screen cream ”*
- *“ Let me explain little about Bali in General. Mostly Bali is called as Thousand God/ temple island, because almost in all area and direction of Bali island are build temple. This as place of us to pray to God in all his manifesation.*
- *“ Bali population is arround 4 million people. Most population in Bali are Hindu”*
- *“ The Terrafic in Bali mostly busy, you can use public transportation like taxi, online taxi and private taxi”*
- *“ You can cange the money in money changer, 1 dollar same like 14.000 IDR”*

f. Explain about the KTS in general

- *“ The distance our place from the airport is about 22 km / 45 minutes”*
- *“Let I explain about our villas, our villas was officialy opened on 1st December 2014. With the concept keep tradition sacred. That’s why we called KTS and the symbol using frog as our location close to rice paddy. The owner is local people. His name is Mr. Sudi.”*
- *“We have 14 room, SPA with several treatment, Yoga start every Monday – Saturday start at 6 am, Cooking class, tour and also rent scooter*

8. PROCEDURE ARRIVING IN VILLA

- a. Call the front office staff 10 minutes before arrival, so the staff can prepare for welcoming the guest (cool towel and welcome drink).
- b. After arrive, escort the guest to the sitting point in restaurant and serve cool towel follow by welcome drink.
- c. After arriving in the villa give the pick up form to the receptionist