



STANDARD OPERATING PROCEDURE

DRIVER

PREFACE

Mangupura, 16 November 2022



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

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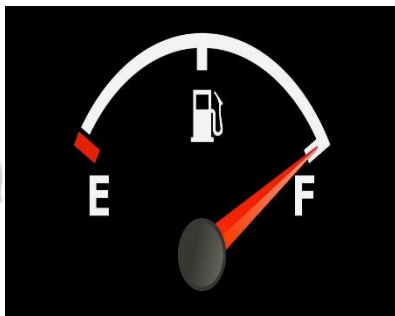
1. GROOMING

Driver wears clean and fragrance balinese madya costume



2. PREPARATION

- Clean car
- Full of gasoline
- Two - four bottles cool mineral water
- Two - four 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. PROCEDURE IN CAR

- Filling pick up form
- Bring guest luggage to the car
- Open the door of the car for the guest (child- elder- ladies- boys)

4. DRIVER AND GUIDE INTRODUCTION

- Welcome to the guest with warm smile and the guest whether they belonging is already completed
- Introduction (guide and driver)
- Offering cool towel and cool water to the guest

5. TOUR EXPLANATION

- Informing about Bali in general (weather, good places, the population in Bali, Hindu temple and Hindu culture)

- Informing about Tour itineraries

6. REAL CONVERSATION IN THE CAR

Welcome the one more time

- *“ Good Morning Mr/Ms Merry. Hope you have a wonderful day while your holiday in Bali. Today I will be your guide during this tour ”*

Introduce yourself one more time

“ My name is Made and here is Mr. Putu ”

Ask general question

- *“How was your holiday in Bali this far?”*
- *“Is this the first time you come to Bali?”/ “Have you been to Bali before?”*

Explain about Bali

- *“ Let me explain little about Bali in General. “The temprature in Bali is about 26-30 degree celcious, so you have to use sun screen cream ”*
- *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 manifetation.*
- *“ Bali population is arround 4 million people. Most population in Bali are Hindu ”*
- *“ The Traffic 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 ”*

Continue explaining about the destination-check in tourism destination ppt