

GENERAL LANGUAGE EXPRESSION WITH THE GUEST

PREFACE

Mangupura, 18 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

TABLE OF CONTENT

PREFACE	ii
TABLE OF CONTENT	iii
COMMON LANGUAGE FOR KTS TRAINING.....	1
1. Greeting	1
2. Asking for guest condition	1
3. Offering something	1
4. Offering help	1
LANGUAGE EXPRESSION FOR FRONT OFFICE DEPARTEMENT.....	2
1. How to answer the phone:.....	2
2. Welcoming the guest in general:	2
3. Guest looking for his/ her friends.....	2
4. Guest wants to have breakfast/ lunch/ dinner	3
5. Guest wants to book SPA	3
6. Guest wants to join Yoga	4
7. Guest wants to see the room	4
8. Guest wants to join activities (cooking class)	5
9. Guest wants to join activities (coconut oil class).....	6
10. Guest wants to join activities (dance class, culture class)	6
11. Guest wants to check in	6
12. Check Out Procedure	7
LANGUAGE EXPRESSION FOR DININGROOM AND BAR DEPARTEMENT	8
1. General Expression Dinningroom Departement	8
2. Upselling Product for Bar	10
LANGUAGE EXPRESSION FOR HOUSEKEEPING DEPARTEMENT	11
1. Guest Check in Procedure	11
2. Check Out Procedure	13
LANGUAGE EXPRESSION FOR SPA DEPARTEMENT	13
1. Handling Massage	13
a. Filling up the form	13
b. Explain about Oil	14
c. Invite the guest to enter the SPA	14
d. Request the guest to change the cloth	14

e. Getting bed massage	14
f. During massage	15
2. Finish massage	15
3. Offer Some Refreshment.....	15
LANGUAGE EXPRESSION FOR DRIVER	16
1. Conversation in The Car.....	16
2. Arriving in the Villa	17

COMMON LANGUAGE FOR KTS TRAINING

1. Greeting

(saat sedang bekerja dan melihat tamu melintas)

Good Morning/ Afternoon/ Evening Madam/ Sir, Have a wonderful day! or

Good Morning/ Afternoon/ Evening Madam/ Sir, Have a great day! or

Good Morning/ Afternoon/ Evening Madam/ Sir, Have a beautiful day! or

Good Morning/ Afternoon/ Evening Madam/ Sir, Have a marvelous day! or

Good Morning/ Afternoon/ Evening Madam/ Sir, Have a fabulous day!

2. Asking for guest condition

(apabila ada kesempatan untuk menanyakan kabarnya)

How are you today Madam/ Sir? or

How's everything Madam/ Sir? or

How's your sleep Madam/ Sir? or

3. Offering something

Would you like to have breakfast/ lunch/ dinner Madam/ Sir?

Do you have any plan today Madam/ Sir?

Would you like to have relaxing massage from the best therapist today Madam/ Sir?

Would you like to explore Bali by using our unique jeep?

4. Offering help

May I assist/ help you Madam/ Sir?

May I help you with your luggage Madam/ Sir? Or May I help you to bring your luggage Madam/ Sir?

May I refill your water Madam/ Sir?

May I help you to sign in our wifi Madam/ Sir??

May I help you to plug the cable Madam/ Sir??

LANGUAGE EXPRESSION FOR FRONT OFFICE DEPARTEMENT



1. How to answer the phone:

Good morning KTS Villa, Kusuma's speaking, how may I assist you? Or

Good afternoon KTS Villa, Kusuma's speaking, how may I help you?

Continue based on the guest needed and closing by:

Thank you very much for calling KTS Villa and have a great day!

2. Welcoming the guest in general:

a. If you meet the guest for the first time:

Good morning (**depends on the time**)

Welcome to KTS Villa

My name is Kusuma (**introduce yourself**)

How may I assist you? (**Offering help**)

b. If you have known the guest before:

Good Morning (**depends on the time**)

Welcome back to KTS Villa

How was your trip? Or How was your day? (**care**)

How may I assist you? (**offering help**)

After that:

Assist the guest according to the guest needed

Some samples of the guest needed:

3. Guest looking for his/ her friends

FO response:

Fo: May I know your friends name please?

Guest: Marry

Fo: Wait a moment we will let her know.

And after that seating the guest.

Fo: Would you like to wait in our bar lounge Sir?

Guest: Sure

Fo: Have a seat please Sir/ Madam. While waiting your friend, would you like to have a cup of coffee or tea? (Offering the beverage depends on the time)

4. Guest wants to have breakfast/ lunch/ dinner

FO response:

FO: Do you have any reservation before Sir/ Madam?

Guest: No

FO: Sure. How Many people will be joining you Sir/ Madam?

Guest: 4

FO: Please follow me, would you like to sit in our restaurant or our bar lounge?

Guest: Restaurant please

FO: (escort the guest to the table) Is this table comfortable for you Sir/ Madam?

Guest: Yes

5. Guest wants to book SPA

FO response:

FO: Do you have any reservation before Sir/ Madam?

Guest: No

FO: Sure. I will assist you to make the reservation. May I know your name please Madam/ Sir?

Guest: Kusuma

Fo: How many people will be joining with you to have the massage? And what time would you like to have the spa?

Guest: 2 pax and is it possible to have it now? (Time based on guest request)

FO: Wait a minute please, let me check with our therapist first (calling for the therapist)

FO: The therapist is available now Sir/ Madam. This is your reservation form and please follow me to the spa room. (if the therapist is available)

Or if the therapist is unavailable

FO: We do apologize Sir/ Madam, our therapist still doing massage at the moment and they will be ready next 30 minutes. Is it okay for you to wait?

Guest: Yes, its ok

FO: Thank you very much Sir/ Madam, do you mind to wait in our restaurant and enjoy a cup of tea before having your massage?

Guest: Sure

FO: Please follow me. Have a seat please Sir/ Madam. We'll bring you the tea in a minute

Guest: thanks

6. Guest wants to join Yoga

FO response:

FO: Do you have any reservation before Sir/ Madam?

Guest: No

FO: Sure. I will assist you to make the reservation. May I know your name please Madam/ Sir?

Guest: Kusuma

FO: How many people will be joining with you to have the Yoga?

Guest: 4 pax and is it possible to have it now?

FO: For our Yoga Class, the schedule is on Monday, Wednesday and Friday. It's starting at 8am-9am. The Yoga will be much better if you doing in the morning, because the air is still clean and fresh. Our Yoga will be conduct in open air area

Guest: Okay then, can I book on Wed?

FO: Sure, this is the reservation form and the price is 100k/ pax. Our Yoga Instructor is Ms. Lilik Sugitha. On Wednesday, please come back here, in our FO. We will escort you to Yoga Shala.

Guest: Great!

FO: It's been pleasure for us. Do you need something else Madam/ Sir?

Guest: No, thanks

7. Guest wants to see the room

FO response:

FO: Would you mind if we take you around Sir/ Madam

Guest: Of course

FO: Please follow me (taking them around the villa and showing the vacant room, while escorting the guest, FO need to give them explanation about the villa).

Thank you very much for visiting us, actually we have 11 rooms here, we have single room, connecting, loft style and private swimming pool. In the villa we have complete

facilities, such as: restaurant, bar, swimming pool, spa, gym, yoga, steam room and meeting room. So, you can enjoy your stay in this place, far from traffic with the quiet situation. This place is surrounded by ricefield where you can feel you are like in Ubud.

And this is one of the vacant rooms that we have at the moment. This room name is the Edge. This is our private swimming pool room. We have some facilities in the room such as: TV, AC, minibar and open air bathroom.

We also provide you with the complimentary coffee, tea and water when you are check in.

Guest: Perfect. How much is it?

FO: The price is 750.000 (depends on the price) but I will contact the reservation once again so we can give you special price. May I know how many night would you like to stay with us?

Guest: 3 nights please, starting from tomorrow.

FO: (Call Ibu Lilik to check the availability and price). The room is booked for you with 500k/ night including breakfast Sir. Would you like to take it?

Guest: Yes

FO: Great, may I know your name please?

Guest: Kusuma

FO: Would you like to pay in cash or credit upon check in Mrs. Kusuma?

Guest: Cash Please

FO: Thank you Mrs. Kusuma, I will note in our system. See you tomorrow!

8. Guest wants to join activities (cooking class)

FO RESPONSE:

FO: Sure. I will assist you to make the reservation. May I know your name please Madam/ Sir?

Guest: Kusuma

FO: How many people will be joining with you to have the cooking class? And we do have two schedules for cooking class, in the morning start at 9am and in the afternoon start at 2pm.

Its free pick up, and we will bring you to traditional market, harvesting in our organic garden and this is our menu that you can choose (showing the cooking class menu). After the cooking finish, you can enjoy your meals and also you will get the certificate.

Guest: Excellent, there will be 4 pax and we choose to start at 2pm please.

FO: May I know where do you stay and your phone number, please?

Guest: I'm staying in united color and my number....

FO: Perfect Mrs. Kusuma, hereby is your reservation form and see you tomorrow.

9. Guest wants to join activities (coconut oil class)

FO response:

FO: Sure. I will assist you to make the reservation. May I know your name please Madam/ Sir?

Guest: Kusuma

Fo: When would you like to join the class and how many people will be joining with you?

Guest: Tomorrow at 1pm, There will be 4 pax

FO: May I know where do you stay and your phone number, please?

Guest: I'm staying in united color and my number....

FO: Perfect Mrs. Kusuma, hereby is your reservation form and see you tomorrow.

10. Guest wants to join activities (dance class, culture class)

FO response:

FO: Sure. I will assist you to make the reservation. May I know your name please Madam/ Sir?

Guest: Kusuma

Fo: When would you like to join the class and how many people will be joining with you?

Guest: Tomorrow at 1pm, There will be 4 pax

FO: May I know where do you stay and your phone number, please?

Guest: I'm staying in united color and my number....

FO: Perfect Mrs. Kusuma, hereby is your reservation form and see you tomorrow.

11. Guest wants to check in

FO: Good Morning (depends on the time). Welcome to KTS Villa. My name is Kusuma (introduce yourself). How may I assist you? (Offering help)

Guest: I would like to check in please

FO: May I know your reservation name please?

Guest: Its under Kusuma

FO: Wait a moment please, let me check in our system (a few moments later)

Mrs. Kusuma, you have booked one single room for three days with garden view. Is it correct?

Guest: Yes

FO: Please follow me to our lounge Mrs. Kusuma, we will proceed your check in (help the guest with their luggage), (after arrive in lounge). Have a seat please. We will bring you cold towel and welcome drink.

Guest: Sure

FO: Here is your cold towel Mrs. Kusuma, may I put this flower? And here is your welcome drink, this is holy water made from young coconut water mix with lemongrass, lime and mint leaves, to refresh you after a long trip. Please enjoy.

Guest: Thank You

FO: May I borrow your passport to fill some data's please Madam?

Guest: Thank You

FO: (After fill the check in form and copy the passport) How's your welcome drink Madam? Here is your passport and before check in, I would like to ask some information about you. Do you have any allergic Madam?

Guest: No

FO: Could you please sign this form?

Guest: Sure

FO: Thank you Madam, while you are staying in Bali, do you have any activities? for your information, we do have SPA, Yoga, Cooking class, Tour or you want to travelling around canggu by motor bike we offer for rent

Guest: Thank You for your information and we will let you know later

FO: Thank You madam, your room is ready. Would you like to check in now?

Guest: Yes

FO: Our Housekeeper, Made, will escort you

Guest: Thank You

FO: Our pleasure Madam, have a wonderful day and pleasant stay with us!

12. Check Out Procedure

FO Response

FO: Thank you very much for staying with us Madam/ Sir. We will prepare the check out form and the bill for you.

Guest: Sure

FO: Here is the bill while you are staying in KTS Madam, the total is.... Please kindly check it and I will be right back in five minutes.

(After five minute) Are you ready Madam? Would you like to pay in cash or by credit card?

Guest: yes, by card please.

FO: Sure, could you please follow me to our FO?

Guest: Yes

FO: May I borrow your card please? (Take the card and swipe). Please enter your password Madam. Thank you and here is the receipt.

Guest: Perfect!

FO: On behalf of KTS Villa, we would like to say thank you very much for staying with us Madam, and if you dont mind, could you please give us review in Trip advisor or booking.com? (If the guest looks happy)

- **Farewell for guest check out**

- Guest going back to their country:

Thank you very much for staying with us, have a pleasant trip home

- Guest continue to another resort in Bali:

Thank you very much for staying with us, enjoy the rest of your holiday in Bali

- If the guest have great commen and look happy stay with us invite them to bring review:

If you don't mind, could you put great review in trip advisor and booking.com to share your happines to the world

LANGUAGE EXPRESSION FOR DININGROOM AND BAR DEPARTEMENT



1. General Expression Dinningroom Departement

DR Staff: Good Afternoon, Welcome to Warung Man's Sudi. My name is Kusuma, how may I assist you?

Guest: I would like to have breakfast please.

DR: Sure, please follow me. Would you like to seat in our restaurant or bar lounge Madam?

Guest: In restaurant please

DR: Sure, follow me Please Madam. Is this table comfortable for you?

Guest: Yes

DR: Have a seat please Madam. I will be back in a few minutes to bring you the drink list and menu.

(After few minutes) Here is our drink list Madam, would you like a cup of coffee or tea or maybe healthy juice made by fresh fruits, such as watermelon, honey dew and pineapple. And for alcoholic beverage we have bloody mary.

Guest: I would like to order one watermelon juice please

DR: And for the meals we have special of the day, it is nutrition breakfast its choices of egg dishes serve with brown toast, bacon, slice avocado, grill tomato, sauté spinach and mushrooms

Guest: Sounds delicious, ok, one nutrition breakfast please

DR: Let me repeat your order Madam, you have ordered one watermelon juice and one nutrition breakfast. Is it correct:

Guest: yes

DR: Do you have any allergic Madam?

Guest: No

DR: Thank you very much madam, your food will be ready in a few minutes

(Bring the order to Bar and Kitchen, setup the cutleries, serve the beverage first than the food)

DR Staff: Here is your fresh watermelon juice Madam. Please enjoy.

(After a few minutes ask for guest satisfaction). How's your juice Madam?

Guest: It's very fresh

DR: And this is your Nutrition breakfast Madam. Please enjoy.

(After a few minutes ask for guest satisfaction). How's your food Madam?

Guest: Its tasty

DR: (When the guest finish, clear up the table) May I clear up the table Madam?
(While cleaning the table asking guest satisfaction) how's everything Madam? Would you like to try our special dessert, its grill banana top with ice cream

Guest: yes please

DR: Great! We will serve your Sweet Grill Banana soon and would you like to have a cup of coffee or tea to accompany it? (Setup cutleries)

Guest: Thank you, coffee will be good

DR: This is your coffee and Sweet Grill Banana Madam. Please enjoy.

(After a few minutes ask for guest satisfaction). How's your Sweet Grill Banana Madam?

Guest: Its tasty

DR: (If the guest finish, ask permission to clear the table) May I clear up the table please Madam? (At the same time do upselling about KTS activities)

DR Staff: Mrs. Kusuma, do you have any activities for today, maybe in this beautiful sunny day you want to try our special Balinese Massage from our professional therapist to relax your day or if you want to explore Bali, we have jeep tour, we will bring you around Bali to see our beautiful rice field and visiting Swing Temple, its only take 20 minutes from here.

Guest: Thank you, its sounds interesting. Can we book the spa today at 3pm and the tour tomorrow at 9am?

DR: Sure Madam, we will make the reservation for you.

Guest: Perfect and can I have the bill please?

DR: Yes Madam, please wait a moment. (After a few minutes) This is your bill madam, would you like to pay in cash or credit?

Guest: Cash please

DR: Thank you Madam, I will be right back soon, once you ready, please kindly let me know

Guest: Waiter!

DR: Thank you Madam, let us prepare the change.

Guest: Its okay, keep the change

DR: Thank you very much Madam, have a great day!

DR Staff: Thank you Madam and wish you have a wonderful day!

2. Upselling Product for Bar

Upselling (the technique how to increase the revenue)

- May I recommend you Bombay Gin to your Gin tonic?
- May I recommend you grey goose for your vodka?
- May I recommend you double cappucino for you coffee?

- May I you recommend you sparkling equil for your water?

Try to sell the second drink

- Ask the guest for the second drink when ice half glass or 1/3 glass ice
- Mr. Jhon may I bring you another Bintang Beer or margarita for this time? ,We do have fresh manggo for your mango margarita, May I ?
- Here is compliment snack for you.

LANGUAGE EXPRESSION FOR HOUSEKEEPING DEPARTEMENT

1. Guest Check in Procedure

HOUSEKEEPING STAFF (HS):

Good Afternoon, Mrs. Brigitta, once again welcome to your second home, KTS Resort. Allow me to introduce myself, my name is Dana, I am as your housekeeper. Let me bring you to your sweet room. Before that, please make sure that all of your luggage and item is already completed.

Follow me please...

On the way (Language Expression)

How are you/ how was your flight/ How was your day?

Is this your first-time come to Bali?

Where are you come from?

Which part of (guest country come from) are you come from?

Do you have any plan activities for your holiday in Bali?

Do you have any special occasion for your holiday?

Explaining the room after arrive in the room:

- This is your room with the name is Galaxy. Welcome to your sweet home. The name of galaxy derived from the name of the celebrity cruise ship. Because our owner had worked here. (Explain about the room).
- **Allow me to explain about your room.**

- **Explaining switch lamp**

Room lamp

Reading lamp

Sleeping lamp

Explaining room facilities

- We provide you with TV and CD movies, do you have any special genre that you love to watch?

- This is the air condition remote

Explaining wardrobe

- For safety box we keep in the wardrobe, you can put your valuable here, while you stay with us.

Explaining minibar

- We do have minibar (soft drink and beer)completed with set cuttleries. Just information the drink product is charged. For the price list you can check in the KTS Information book here
- For the mineral water we provide refill water. You can ask the staff here or refill the water by your self in our cooking class, gym and bar
- We provide compliment such as tea and coffee for free

Explaining KTS Information Book

- We have Information Book for your reference to know about our villa
- For wifi information you can check in the book
- The information that available here are short profile KTS, Yoga, SPA, Cooking class, Trekking, Tour, Guest activities, Gift Shop, Drop & Pick up price list, Minibar price list, Animal Information, Sign, drink list & menu

Explaining Bathroom

- Here is the place for amenities
- If you want to change your towel just put on the floor. We will change with the new one
- We have extra toilet paper in the small box
- For the shower, this is for the hot and this is for the cool
- This is the laundry basket. Put your laundry here. We do have laundry service with extra charge just put note or inform one of our staff here if you want laundry service.

Explaining Additional KTS Product

Restaurant Outlets

- We do have room service and here is the menu, You can order from 8.30 am – 10 pm. We provide some highlight menu made from special Balinese vegetable called Wild ginger or Bongkot, it has many benefit such as strengthen the bone, prevent dehydration and heals wound. For ordering and booking, Please call our receptionist or our staff here

Internal information

- Just for your information our resort concept is care and love. Meaning we are care to the God creation such us human being and enviroment
- We do have 11 villas, with different room categories, two public swimming pool , gym, steam, yoga shala, Spa , restaurant & bar.
- We do have another restaurant close to the beach. It is Captain's table restaurant
- We do have activities such as cooking class, yoga, making offering, BBQ night with the staff.
- In regard for the transportation we provide bicycle, motorbike, car with the reasonable price.

2. Check Out Procedure

- **Farewell for guest check out**
 - Guest going back to their country:
Thank you very much for staying with us, have a pleasant trip home
 - Guest continue to another resort in Bali:
Thank you very much for staying with us, enjoy the rest of your holiday in Bali.
 - If the guest have great commen and look happy stay with us invite them to bring review:
If you don't mind, could you put great review in trip advisor and booking.com to share your happines to the world

LANGUAGE EXPRESSION FOR SPA DEPARTEMENT



1. Handling Massage

a. Filling up the form

- “Before I start the massage, May know some of your personal information?”

- “Have you ever doing massage before Do you have any pain in your body ?”
- “How do you like the massage?, would you prefer light, medium and strong?”
- “Do you have any concern from some part of your body?”

b. Explain about Oil

- “For Balinesse /Aroma Therapy/For hand massage, we have many kinds of aroma therapy massage oil. Please try some on your skin and choose the one you like.”
- “Cempaka, Rose, Lavender, Jasmine, Lemongrass and Green Tea: It is made with essential oil of flower, mix with base oil. It will balance your body.”
- “Ylang-Ylang: Our most relaxing oil. It is good for stress and jetleg”
- “Island Spice: It will warm an energize your body. It is very good for sore muscles, not recommended for sunburn and sensitife skin.”
- “Which one whould you like??”

c. Invite the guest to enter the SPA

- “Are you ready for the massage?”
- “, please follow me to massage room”

d. Request the guest to change the cloth

- “Here is for you loker, please change into this sarong and put your clothes in here, you can keep your underwear on or take off if you prefer. This is for your jewelery and these are your sandal. If you need the toilet, it’s over here / over there.”
- “I will wait for you outside while you change (wait 2 minutes before knocking on the door).”

e. Getting bed massage

- “Please lay face down on the table, your head here and your feet down here.”
- “Please take off your sarong, put in here.”
- “Do you feel comfortable?”
- “Please, take a deep breath, relax yourself and mind”

- “I am going to wash my hands and I will be right back.”

f. During massage

- “How is the pressure???”
- “If the pressure is too strong, please let me know”
- “Do you want strong, or smooth pressure???”
- “Excuse me Sir/ Madam or Mr/ Ms... please turn over and move down a little, do you feel alright.”
- “I am going to wash my hand and I will be right back.”

2. Finish massage

- “Excuse me Sir/ Madam or Ms/Mr....I am finish now”
- “Please sit up, I will help you with your sarong.”
- (“If I recommend, for a while don't take shower because your skin pores are still open. Let the oil reabsorb to your skin, take time)
- I will wait for you outside while you change.
- Please don't forget to take your belongings

3. Offer Some Refreshment.

- “We have special tea after massage, would you prefer to have fresh herbal tea or just regular tea after massage???”
- “Here is your refresher towel and ginger tea, please enjoy”

a. Upselling product while waiting for the guest having the tea. While waiting for the guests to drink tea, prepare a bill and ask the guests to sign and ask them to give comment of the SPA service on trip advisor.

b. Suggest to guests about other products KTS.

“We have restaurant here open for breakfast, lunch and dinner, we also have bar, yoga class, tour and trekking”

c. Farwell the guest and say thank you to the guest

- “Thank you for coming and having some treatment in our Sejuk SPA, we really wish you to back again our SPA in the near future”
- “It has been my pleasure taking care of you”
- “See you have nice day “

LANGUAGE EXPRESSION FOR DRIVER



1. Conversation in The Car

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*”

Introduce yourself one more time

“ I am Made”

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 holday? ”*

In the mean time explain about the room that they book

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

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”*

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*

2. Arriving in the Villa

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