



**TRANSLATING FINANCE AND ACCOUNTING DEPARTMENT
EMPLOYEE MANUAL BOOK IN ROOMS INC. HOTEL SEMARANG**

FINAL ASSIGNMENT

A Partial Fulfillment of the Requirements for the English Diploma III Degree

Arranged by:

SYAFINA KHARISMA RAHAYU

NIM 40020118060030

THE ENGLISH DIPLOMA III PROGRAM

VOCATIONAL COLLEGE

DIPONEGORO UNIVERSITY

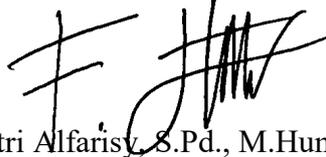
SEMARANG

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APPROVAL

Approved by

Supervisor

A handwritten signature in black ink, appearing to be 'Fitri Alfarisy', written over a faint, larger version of the same signature.

(Fitri Alfarisy, S.Pd., M.Hum.)

NIP. 199101302019031009

ACCEPTANCE

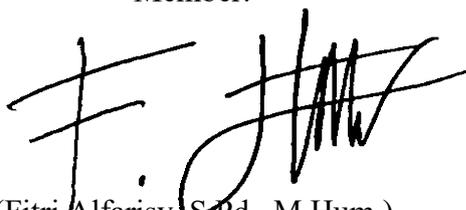
Accepted by
Board of Examiners
English Diploma III Program
Vocational College Diponegoro University
Day: Friday
Date: 24 September 2021

Chairman:



Dwi Wulandari S.S., MA
NIP. 197610042001122001

Member:



(Fitri Alfarisy, S.Pd., M.Hum.)
NIP. 199101302019031009

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ABSTRACT

Rooms Inc. Hotel is a three-star hotel located near the center of Semarang. This hotel already use English language as a standard language and to promote the hotel internationally even the employee manual book uses English per department in the hotel. However, the main problem is, based on the observation that had been done in Finance and Accounting Department, the employees of Finance and Accounting Department are not fluent in English which makes it hard for them to understand the content of the employee manual book. The solution to that problem is translating the content of the Finance and Accounting Department employee manual book into Indonesian so that the employees can follow the employee guidelines. When translating the Finance and Accounting Department employee manual book, communicative translation was used, and this study was done using research and development method. The results of this study are not only the Indonesian version of Finance and Accounting Department employee manual book but also a positive response about the Indonesian version of the manual book from the Finance and Accounting Department employee, as for the advantages, this study will give new insight about hospitality, and ideas and concepts to the employees of Finance and Accounting Department at Rooms Inc. Hotel Semarang.

Keywords: Finance and Accounting Department, employee manual book, Indonesian translation

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Chapter 1

Introduction

1.1. Background of the Study

Hospitality is a much broader industry than people can ever imagine and based on Revfine.com, the hospitality industry is an industry related to leisure and customer satisfaction. In addition to the definition, the sectors within the hospitality industry are accommodation, food and beverage, and travel and tourism. The hospitality industry began in 15,000 BC, and the first accommodation to ever exist is the Lascaux caves in France which developed for other tribes. Furthermore, in the early 700s, the first hotel to be registered in history were hotels in Japan called *Ryokan*. In England, there were 6000 inns in the 1600s, and in the 1800s, the initial modern hotel was built. In the hindmost of the 20th century, the middle-class people start to rise, and the hospitality industry began to expand, providing many services such as casinos and spas. The expansion continued until it reached the other part of the world.

As the hospitality industry expanded into Indonesia in Dutch colonialism, the first five-star hotel in Indonesia is Hotel Indonesia, built on 5 August 1962. Per 2019, according to the Indonesian Central Bureau of Statistics, there are approximately 3516 star hotels. The province which has most of the hotel rooms in Indonesia is Bali. There are 19.28% of hotel rooms. Furthermore, West Java, East Java, DKI Jakarta, and Central Java are the top five provinces with the most hotel rooms. In Central Java itself, there are approximately 341 hotels; meanwhile, in 2019, as the capital city of Central Java, Semarang had 88 starred hotels. The hotels consist of 4 one-star hotels, 21 two-stars hotels, 23 three-stars hotels, 24 four-stars hotels, and 16 five-stars hotels.

Among the 23 three-stars hotels which exist in Semarang, one of which is Rooms Inc. Hotel. Rooms Inc. Hotel is a three-star hotel located at 150 Pemuda street, Sekayu, Semarang Tengah. This hotel is suitable for the young traveler for its modern industrial concept. Rooms Inc. Hotel has three different types of rooms; there are standard, superior, and deluxe. Besides being famous for the idea, Rooms Inc. Hotel also has unique facilities, including grab & go and a playing

area where the guests can hang out and play. However, just like any other hotel, Rooms Inc. Hotel has the same organizational structure. The organizational structure of Rooms Inc. Hotel includes the General Manager, head of each department, and staff of each department. Rooms Inc. Hotel has five departments: Human Capital, Finance and Accounting, Sales and Marketing, Housekeeping, and Front Office. In addition, this study focuses on the Finance and Accounting Department.

Along with the same organizational structure, the job of the Finance and Accounting Department in Rooms Inc. Hotel is quite the same. Hotel accountants pay attention to the hotel budgets, staff payroll, and all hotel's finances. It may seem that hotel accountant does not need English skills, but they need it. For instance, hotel accountants need at least a passive English talent such as listening and reading, for English is a universal language. They also might have to communicate with foreign vendors. Along with the written reason, Rooms Inc. has been using English to promote and for the display name of many facilities and services, and the hotel also uses English for the employee manual book.

A point worth noting is what is the employee manual book; based on resources.workable.com, the employee manual book is a document that contains policies, missions, and expectations; it also informs the employees about their responsibilities and rights. Employee manual books are often written in a particular language, depending on where the hotel is. In this study, the employee manual book of Finance and Accounting Department of Rooms Inc. Hotel Semarang is written in English as the hotel already applied English as one of the languages used in Rooms Inc. Hotel Semarang. However, based on the observation, most of the employees are not fluent in English, so it is hard for them to understand the manual book, which uses uncommon English words. In line with this, translating the manual book into Indonesian is crucial. Translating the manual book into Indonesian is essential because employee behavior will affect the company's brand image (Arindita & Sulistyningtyas, 2014). Thus, the conclusion is the employee that failed to understand the contents of the manual book will go outside the behavior guideline; this actively illustrates that that behavior will affect the hotel's brand image as well as the hotel's income if the rumor about the bad behavior of the employees spread into the community.

To sum up everything that has been stated, this study hopefully will help the employee to understand more about the manual book. Moreover, the object of this study is the employee manual book in Finance and Accounting Department at Rooms Inc. Hotel Semarang. Hence, this study will take “Translating Accounting Department English Employee Manual Book in Rooms Inc. Hotel Semarang” as the title.

1.2. Scope of the Study

This study will focus on:

1. Analyzing the content of the Finance and Accounting Department Employee Manual in Rooms Inc. Hotel Semarang.
2. Translating the Finance and Accounting Department Employee Manual in Rooms Inc. Hotel Semarang into Indonesian.

1.3. Aims of the Study

The target of this study are:

1. Translating the Finance and Accounting Department Employee Manual Book in Rooms Inc. Hotel Semarang into Indonesian.
2. Receiving personal perspective about the Indonesian version of the manual book from the Finance Department employees of Rooms Inc. Hotel Semarang.

1.4. Advantages of the Study

1.4.1. Theoretical Advantages

Theoretical advantages, this research as idea contribution as follows:

1. To develop the tourism knowledge and apply the theories given in the college as a medium to practice scientific paper writing.
2. Hopefully, this study will present scientific insight and will contribute to giving new tourism ideas and concepts.

1.4.2. Practical Advantages

This study surely gave as follows:

1. This study will contribute to giving concepts and ideas of the employee manual book to the employees of the Finance Department in Rooms Inc. Hotel.
2. This study will give new hospitality insight and knowledge that might be useful in the future.

1.5. Method of the Study

The methods of this study are listed below:

1.5.1. Observation

This Study used observation as the data collecting method. According to Merriam-Webster Dictionary, observation is a way to expose a fact, a rule, or a law. In this study, this study used observation to determine the main problem that was existed in the Finance and Accounting Department at Rooms Inc. Hotel.

1.5.2. Literature Study

Lin (2009) stated that literature study is a research method in which theories are analyzed from sort literatures to point out the crucial attribute of the material. Literature study does not directly in touch with the research object, but to indirectly access the information from various literature.

In this study, literature study will be used to find theories related to translating a manual book.

1.5.3. Interview

McLeod (2014) claimed that researchers need to be trained well before interviewing as interview involves social interaction between the researchers and the respondents. In a interview, the researchers provide different type of question to collect the data, for example closed question or open questions. Commonly, an interview will be recorder and the data will be written as a transcript. Interview takes many forms which are:

1. Structured Interview

Structured interview is a quantitative research method in which closed-ended questions are prepared.

2. Focus Group Interview

Focus group interview is a qualitative research method in which several respondents are interviewed together to aim further exploration of social issues. The main purpose of this method is to gain data from a selected people.

3. Unstructured Interview

Unstructured interview commonly uses open-ended questions based on the research topic. This method does not use prepared questions, the researcher will modify the questions depends on the respondents, and this method looks like daily conversation.

This study used structured interview to gain personal point of view of the Finance and Accounting Department employee in Rooms Inc. Hotel Semarang.

1.5.4. Translation Method

Newmark (1988) in Nugraha et al. (2017) assumed that translation is a process of changing the words from a particular source language into the target language without changing the meaning of the text.

Newmark (1988:45) in Nugraha et al. (2017:80) claimed that there are eight translation methods, those are word for word translation, literal translation, faithful translation, semantic translation, adaptation translation, free translation, idiomatic translation, and communicative translation.

This study used word for word translation and communicative translation

Chapter 2

Literature Review

2.1. Hospitality Industry

Brotherton and Wood (2000) in Hemmington (2007) stated hospitality is an exchange in which humans willingly took part and made to improve the relationship between the parties through the provision of accommodation, and food, and drink. In addition, King (1995) in Hemmington (2007) found the implications of the "hospitality metaphor" for the customer service organization. These implications are understanding the guest, supporting host employees, generosity, managing social protocols, defining the type of hospitality relationship, and the importance of the human resource function. Moreover, Hemmington (2007) also claimed five dimensions of hospitality as a commercial identified: the host-guest relationship, generosity, theatre and performance, lots of little surprises, and safety and security.

As written above, Rooms Inc. Hotel Semarang is identified as a part of the hospitality industry since all of the identification of the hospitality characteristics are exist in the hotel.

2.2. Hotel as Accommodation

According to Cambridge Dictionary, accommodation is a place to live or stay, especially on holiday or for students at college. In tourismteacher.com, Stainton (2021) stated that there are two types of accommodation: catered and self-catered or non-catered accommodation.

Catered accommodation often provides the guests with food. Still, some only offer 'room only' services. However, they offer the guests food at additional costs. Catered accommodation is linked with several facilities, including room, reception, restaurant and bar, housekeeping, leisure facilities, gym or health club, conference and business facilities, and entertainment. Hotels, bed and breakfast, guest houses and home-stays, chalets, youth hostels are categorized as catered accommodation.

Self-catered accommodation or non-catered accommodation does not offer the guests food. However, self-catered accommodation provides the guests with

cooking facilities such as kitchen and cooking equipment, while non-catered accommodation is a 'room-only accommodation without the cooking facilities.

Wilson-Mah (2020) stated that accommodation is the most considerable travel expenditure in Canada, for 25% to 35% of travelers' spending is allocated to accommodation. It is also stated that the sector employed around 309,800 people directly and indirectly in 2019.

To sum up everything that has been stated above, accommodation is a place where tourists stay; there are two types of accommodation: catered or non-catered or self-catered. In addition to the theory above, Rooms Inc. Hotel Semarang is a catered accommodation.

2.3. Language, Tourism, and Hospitality Industry

English is used to communicate between foreign tourists and local people (Damayanti, 2019:74). Joseph & Munghate (2012) in Damayanti (2019) stated that there are six roles of English in the tourism industry. Those roles are:

1. Communicative/Interactive Role

People use English to communicate with each other as the foreign tourists cannot use their language to local people since local people might not understand what they said and vice versa. In this case, English becomes a medium to communicate.

2. Integrative Role

Tourism brings people from different countries, customs, races, and interests, and English is needed to blend those people to understand things they do not see every day.

3. Lingua-Franca Role

Lingua-Franca is a language that people whose languages are different users to communicate in a group. English as an international language is a lingua-franca since it will be difficult for tourists to learn every language.

4. Relation-Fostering Role

As a medium for communication, English can help people build relationships, especially global relationships where people use various languages. In the tourism industry, English eases foreign tourists to absorb information from the local language.

5. Economic/Business Role

English is crucial in the business and economic sector as globalization has spread throughout the world. As written above, English has a communicative role, so English is used to communicate in the financial and business sectors, especially in the tourism business.

6. Functional Role

Using English as the common language makes foreign tourists feel safer because they can communicate using words and not use gestures or facial expressions as some people prefer to stay silent when they do not know a specific language; for instance, a misunderstanding and chaos might happen during the communication.

In addition, having English skills, both active and passive, is one of the requirements to be charged in the managerial position in a hotel or tourism accommodation business (Al-saadi, 2015:33 in Damayanti, 2019:76). As mentioned in Damayanti (2019), Al-saadi (2015) also stated that English mastery could increase customer satisfaction, motivate international tourists to visit a country, help local people understand foreign tourists, and help understand other cultures increase the level of effectiveness in internal and external communication. Derived from Erazo et al. (2019:156) in Damayanti (2019), the benefits of having English-speaking employees are increasing hotel revenue or tourism destination's income, elevating the effectiveness of communication between two parties, or more, being able to operate computer system better. Prabhu & Wani (2016) also stated that English skills are needed in three crucial aspects: job promotion, placement, and personal branding.

Arindita & Sulistyningtyas (2014) stated that service in the company could be a characteristic of the company. Each company has different service standards as they have their employee guidebook. They also claimed that when a company puts the customers' satisfaction first, there will be a domino effect that will make them use the service and the products again. It can be concluded that the company's language can affect the service quality as the employees understand the content of the employee guidebook.

Rooms Inc. Hotel Semarang already uses English to communicate with foreign guests. In addition, based on the observation, Rooms Inc. Hotel

employees already have English skills which means the six roles of English are accomplished.

2.4. Method of Translation

Ali (2018) claimed that translation worked on two languages or more in which the translator finds the correct word from the target language to replace the source language. Moreover, Newmark (1988) in Nugraha et al. (2017) assumed that translation is a process of changing the words from a particular source language into the target language without changing the meaning of the text. Three things become a must for a translator, as written in Nugraha et al. (2017) by Munday (2004). The translator must analyze the source language (SL) to the simplest grammar structure, convey the text's message, reconstruct the target language (TL) meaning to the most superficial stage that the audience will understand. Newmark (1988:45) in Nugraha et al. (2017:80) claimed that there are eight translation methods; those are : Word for word translation, literal translation, faithful translation, semantic translation, adaptation translation, free translation, idiomatic translation, and communicative translation.

From the eight translation method, this study will only use word-for-word translation and communicative translation. Wor-for-word translation will be used to create the very first draft, and the communicative translation will be used to create the finalized the draft before the product is deployed to the Finance and Accounting Department employee to be evaluated.

2.5. Employee manual book

Resources.workable.com provides templates for employee manual books; they mentioned several important policies included in the employee manual book. There are seven essential policies to be written in the employee manual book, those are:

1. Employment basics

Employment basics usually help the company to start the employment-related definitions such as employment contract types, equal opportunity employment, recruitment and selection process, and attendance. This part helps the employees to understand the contract and job classification.

2. Workplace policies

Workplace policies explain the condition of the work environment and the work environment itself. Workplace policies should include health and safety insurance, confidentiality and data protection, and harassment and violence.

3. Code of conduct

Code of conduct consists of the company's expectations of how the employees act toward other people, whether colleagues, partners, customers, or external stakeholders. This part discusses ethics and trust, building safe and professional space. As written above, the code of conduct mainly discusses dress code, cybersecurity, digital devices, conflict of interest, employee relationship and fraternization, employment relatives, workplace visitors, and solicitation and distribution.

4. Compensation and development

This section discusses on how the company pay the employees and help them to improve their skill. This section will help the employees to understand their values and help them to get motivated to work with the company. Compensation and development have sub-sections: compensation status and payroll, performance management, and employee training and development.

5. Benefits and perks

This section helps the employees be aware of the company's benefits and the perks of being an employee. Benefits and perks include employee health, workers' compensation, work from home, employee expenses, company car, parking, and company-issued equipment.

6. Working hours, PTO, and vacation

Working hours, PTO, and vacation attract the employees since this section explains the time management between work and leisure. This section will help the employees to understand more about requesting paid time off and working hours, compensation on holidays, the benefits of sick leave, compensation on bereavement leave, jury duty and voting, and compensation on parental leave.

7. Employee resignation and termination

Employee resignation and termination will give insights about the ending contracts between the company and the employees. This section mainly discusses progressive discipline, resignation, termination, and reference.

Based on the observation on the finance and accounting department employee guide book at Rooms Inc. Hotel Semarang, the seven critical policies that have been written above already exist. However, there is a slightly different way to present those points. The finance department employee guide book at Rooms Inc. Hotel Semarang uses the list of policies, and it is more like an appraisal of the employees' attitude.

2.6. Finance Department in a Hotel

Derived from savvyhotelier.net, the finance department in a hotel manages the running cost in the hotel and checks that the revenue produces the profit. The finance and accounting department staff do not necessarily have to face guests, and most of their jobs only need financial and accounting skills. Nevertheless, the staff still have to have excellent communication and leadership skills when working in a team or negotiation. Furthermore, savvyhotelier.net also stated that there are ten roles of the finance and accounting department such as:

1. Director of finance
2. Assistant director of finance
3. Purchasing manager
4. Income auditor
5. Cost controller
6. Financial controller
7. Accounts payable
8. Accounts receivable
9. Payroll
10. General ledger

In Rooms Inc. Hotel Semarang as the object of the study, the Finance and Accounting Department has four people, including the head of the department. Each person in the department has a double roles.

Chapter 3

Result and Discussion

3.1. Profile of Rooms Inc. Hotel Semarang

Rooms Inc. Hotel Semarang which located in Jl. Pemuda No.150, Sekayu, Kec. Semarang Tengah, Kota Semarang, Jawa Tengah is a three-star hotel. The hotel which was built in 2017 owns 162 hotel rooms, and there are three types of rooms which are standard, superior, and deluxe. Rooms Inc. Hotel has facilities that the guests can use such as gym, billiard, banquet hall, business center, restaurant, and coffee shop.

3.1.1. Organizational Structure of Rooms Inc. Hotel Semarang

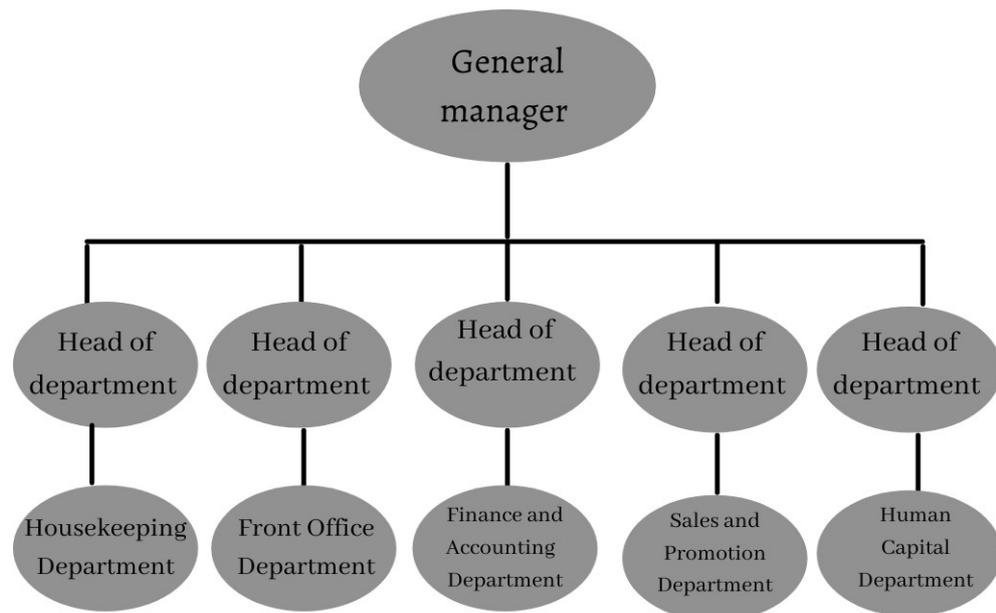


Figure 3.1. Organizational structure of Rooms Inc. Semarang

3.1.2. Vision and Mission

Vision:

To make beautiful stories about the humanity of sleeping, eating, and drinking.

Mission:

Delivering hospitality brands with utmost passion and significance by curating communities to make a better sleep, eat, and drink!

3.2. Process of Translating Finance and Accounting Department Employee Manual Book

In translating the Finance and Accounting Department employee manualbook, there are four steps which are gathering information, the first translation step, the second translation step, and asking the Finance and Accounting Department employee opinion about the Indonesian version of the employee manual book. Each steps are explained as follows:

1. Gathering Information

This study started by doing literary study in which theories that are related to this study was found. In this step observation and analysis was also done. Observation was done to find the main problem in Finance and Accounting Department, and analysis was done in order to analyze the language used in the Finance and Accounting Department employee manual book.

2. The First Translation Step

In this step, the first draft of translation was created. The Finance and Accounting Department employee manual book was translated using the word-for-word translation method. The example of the first draft of the Indonesian translation of the Finance and Accounting Department employee manual book is as follows:

Table 3.1. Comparison between English and Indonesian in the Finance and Accounting Department employee manual book translated using word-for-word translation

English version	Indonesian version
BRAND IMAGE	<i>CITRA MEREK</i>
My personal hygiene is impeccable (hands, body odour, subtle perfume)	<i>Kebersihan diri saya sempurna (tangan, bau badan, parfum yang samar)</i>
I have a straightforward expression	<i>Saya tidak bisa mengontrol ekpresi saya</i>
I observe and analyse the cleanliness and tidiness of the customer welcome areas, work, rest area, dan react to	<i>Saya mengamati dan menganalisis kebersihan dan kerapian dari area ramah tamu, area bekerja dan kamar, dan</i>

problem whenever possible	<i>memberikan reaksi pada masalah kapanpun</i>
I call on a third party if necessary	<i>Saya memanggil pihak ketiga jika dibutuhkan</i>
KNOW HOW TO ANSWER THE TELEPHONE	<i>TAHU CARA MENJAWAB TELEPON</i>
I answer with a smile, courteously (agreeable. Good humoured)	<i>Saya menjawab telepon sambil tersenyum, dengan sopan (ramah dan lelucon yang baik)</i>
I know the ARTOTEL card, how to use it and what advantages it offers	<i>Saya tahu kartu ARTOTEL, bagaimana cara menggunakannya dan kelebihan-kelebihannya</i>
I take into account information passed on by others	<i>Saya memperhitungkan semua informasi yang disampaikan oleh orang lain</i>
I ensure the follow-up of instruction passed on to my colleagues	<i>Saya berusaha memastikan perintah yang diberi oleh rekan kerja saya</i>
I follow the order of priorities as given by my supervisors	<i>Saya mengikuti skala prioritas yang diberikan oleh pengawas saya</i>
Vision: To make beautiful stories about the humanity of sleeping, eating, and drinking. Mission: Delivering hospitality brands with utmost passion and significance by curating communities to make a better sleep, eat, and drink!	Visi: <i>Untuk memberitahukan indahnya tidur, makan, dan minum yang terlihat biasa untuk masyarakat.</i> Misi: <i>Menyampaikan merek perhotelan dengan sepenuh hati dan memberikan arti melalui kurasi komunitas untuk memperbaiki kualitas tidur, makan, dan minum!</i>
I am original	<i>Saya orisinal</i>
Life Balance I am in charge of my life	Keseimbangan <i>Saya bertanggung jawab atas hidup saya</i>
I follow the uniform standards or the dress code suitable for my activity (dress, shoes, jewellery)	<i>Saya mengenakan seragam atau mematuhi peraturan berbusana (pakaian, sepatu, aksesoris)</i>
I introduce myself in accordance with the language standards laid down in my unit	<i>Saya memperkenalkan diri sesuai dengan peraturan Bahasa di departemen saya</i>
I know and can state the Group's brands by sector activity	<i>Saya tahu dan dapat menyatakan merek group sesuai dengan sektor yang dimiliki</i>
I state the brands represented in my Marketplace or I use the directories available to me	<i>Saya dapat memberitahukan merek yang mewakili di pasar atau saya menggunakan direktori yang tersedia untuk saya</i>
I adhere to working hours	<i>Saya mengikuti jam kerja</i>
CAPABLE OF SUGGESTING IMPROVEMENTS IN THE WAY THE DEPARTMENT OPERATES	MAMPU MENGUSULKAN PENGEMBANGAN SESUAI DENGAN BAGAIMANA DEPARTEMEN BEROPERASI
I argue the case for my proposals	<i>Saya mendebatkan kasus proposal saya</i>
I take part in meetings	<i>Saya ikut andil dalam pertemuan</i>

I give my opinions and put my points of view forward	<i>Saya memberikan pendapat daya dan memberitahukan pendapat saya</i>
In the event of a break-down I can call out someone competent to deal with it	<i>Saat suatu alat rusak, saya bisa meminta seseorang yang lebih ahli</i>
Procedure for recording turnover is applied with respect to the various headings	<i>Tata cara untuk merekam pergantian diaplikasikan dengan hormat pada banyak kepala</i>

3. The Second Translation Step

In this step, after the first draft was created, the draft was then translated again using communicative translation method, the sample of the second draft is as follows:

Table 3.2. The comparison after being translated using communicative translation

Word-for-word Translation	Communicative Translation
<i>CITRA MEREK</i>	<i>CITRA PERUSAHAAN</i>
<i>Kebersihan diri saya sempurna (tangan, bau badan, parfum yang samar)</i>	<i>Kebersihan diri saya sempurna (tangan, aroma tubuh, aroma parfum yang tidak menyengat)</i>
<i>Saya tidak bisa mengontrol ekpresi saya</i>	<i>Saya menampilkan mimik wajah yang datar</i>
<i>Saya mengamati dan menganalisis kebersihan dan kerapian dari area ramah tamu, area bekerja dan kamar, dan memberikan reaksi pada masalah kapanpun</i>	<i>Saya mengamati dan menganalisis kebersihan dan keteraturan area yang dikunjungi tamu, area kerja dan kamar, dan bereaksi pada masalah kapan pun</i>
<i>Saya memanggil pihak ketiga jika dibutuhkan</i>	<i>Saya memanggil orang lain jika dibutuhkan</i>
<i>TAHU CARA MENJAWAB TELEPON</i>	<i>MENGETAHUI CARA MENJAWAB TELEPON</i>
<i>Saya menjawab telepon sambil tersenyum, dengan sopan (ramah dan lelucon yang baik)</i>	<i>Saya menjawab telepon sambil tersenyum ramah, dengan sopan (ramah dan selera humor yang baik)</i>
<i>Saya tahu kartu ARTOTEL, bagaimana cara menggunakannya dan kelebihan-kelebihannya</i>	<i>Saya tahu kartu ARTOTEL, bagaimana cara menggunakannya dan keuntungan-keuntungan yang ditawarkan</i>
<i>Saya memperhitungkan semua informasi yang disampaikan oleh orang lain</i>	<i>Saya mempertimbangkan semua informasi yang disampaikan oleh orang lain</i>
<i>Saya berusaha memastikan perintah yang diberi oleh rekan kerja saya</i>	<i>Saya berusaha memastikan instruksi yang diberikan oleh kolega saya</i>

<i>Saya mengikuti skala prioritas yang diberikan oleh pengawas saya</i>	<i>Saya mengikuti skala prioritas yang diberikan oleh atasan saya</i>
Visi: <i>Untuk memberitahukan indahnya tidur, makan, dan minum yang terlihat biasa untuk masyarakat.</i>	Visi: <i>Membantu membuat kenangan indah tentang tidur, makan, dan minum yang terlihat biasa bagi masyarakat.</i>
Misi: <i>Menyampaikan merek perhotelan dengan sepenuh hati dan memberikan arti melalui kurasi komunitas untuk memperbaiki kualitas tidur, makan, dan minum!</i>	Misi: <i>Menyampaikan produk perhotelan dengan sepenuh hati dan memberikan arti dengan mengumpulkan komunitas untuk memperbaiki kualitas tidur, makan, dan minum!</i>
<i>Saya orisinal</i>	<i>Saya membuat karya yang orisinal</i>
Keseimbangan <i>Saya bertanggung jawab atas hidup saya</i>	Keseimbangan hidup <i>Saya bertanggung jawab atas keseimbangan hidup saya</i>
<i>Saya mengenakan seragam atau mematuhi peraturan berbusana (pakaian, sepatu, aksesoris)</i>	<i>Saya menggunakan seragam atau mematuhi standar berbusana (pakaian, sepatu, dan aksesoris)</i>
<i>Saya memperkenalkan diri sesuai dengan peraturan Bahasa di departemen saya</i>	<i>Saya memperkenalkan diri sesuai dengan standar penggunaan bahasa di departemen saya</i>
<i>Saya tahu dan dapat menyatakan merek group sesuai dengan sektor yang dimiliki</i>	<i>Saya tahu dan dapat menjelaskan tentang produk group sesuai dengan sektor yang dimiliki</i>
<i>Saya dapat memberitahukan merek yang mewakili di pasar atau saya menggunakan direktori yang tersedia untuk saya</i>	<i>Saya dapat menjelaskan produk yang mewakili pasar atau saya menggunakan sumber daya yang tersedia untuk saya</i>
<i>Saya mengikuti jam kerja</i>	<i>Saya mengikuti aturan jam kerja perusahaan</i>
MAMPU MENGUSULKAN PENGEMBANGAN SESUAI DENGAN BAGAIMANA DEPARTEMEN BEROPERASI	MAMPU MEMBERIKAN IDE UNTUK PERKEMBANGAN YANG SESUAI DENGAN BAGAIMANA UNIT SAYA BEROPERASI
<i>Saya mendebatkan kasus proposal saya</i>	<i>Saya dapat menjelaskan kasus proposal saya</i>
<i>Saya ikut andil dalam pertemuan</i>	<i>Saya ikut andil dalam rapat</i>
<i>Saya memberikan pendapat saya dan memberitahukan pendapat saya</i>	<i>Saya menyuarakan pendapat saya dan mengungkapkan pendapat saya</i>
<i>Saat suatu alat rusak, saya bisa meminta seseorang yang lebih ahli</i>	<i>Saat ada alat yang rusak, saya bisa meminta pertolongan kepada orang yang lebih ahli</i>
<i>Tata cara untuk merekam pergantian diaplikasikan dengan hormat pada banyak kepala</i>	<i>Tata cara untuk merekam pergantian diterapkan dengan hormat pada banyak kepala</i>

3.4. Exploring the Perspective of the Finance and Accounting Department Employee about the Indonesian Version of the Manual Book

Based on the interview with Mr. Dedet Sulistyono as the general cashier in the Finance and Accounting Department at Rooms Inc. Hotel Semarang on 31 July 2021 through WhatsApp, the Indonesian version of the employee manual book already suit the original version of the employee manual book.

“I have read your work, the translation is good, fits the original ARMS in Rooms Inc. Hotel, and easy to understand.” (Interview with Mr. Dedet Sulistyono as a general cashier, 2021)

3.5. Problems of Translating Finance and Accounting Department Employee Manual Book

This part discussed the problems and difficulties in translating the Finance and Accounting Department employee manual book. Those problems are:

1. Limited Literature Source

While doing literary study for the literature review, there was a problem on finding the theory related to employee manual book and service quality. The theory should explain why the employees need to obey what was written in the manual book that could affect the service quality and customer satisfaction.

2. Difficult Accounting Terms

There were several difficult terms in the Finance and Accounting Department employee manual book lead to the translator's confusion.

Chapter 4

Conclusion

4.1. Conclusion

The Finance and Accounting Department employee manual book is written in English. This manual book contains guidance on what the employees should do and what not to do. In addition, the employees must understand the content of the manual book since the quality of the service can affect the brand image of Rooms Inc. Hotel Semarang.

To help the employees to understand the content of the Finance and Accounting Department employee manual book was translated using the communicative translation method. Other than the translating method, this study also used research and development method in which several steps were done such as research and collection preliminary in which observation was occurred, early product development in which the text was first translated into Indonesian, expert validation in which proofread was done to find errors in the diction, product revision in which the diction was replaced, early test in which the interview with the general cashier was done, final revision in which the Indonesian translated text was finalized, and dissemination in which the finalized translated text was given to the employees of Finance and Accounting Department at Rooms Inc. Hotel Semarang. The study also used an interview to get the personal point of view of the Finance and Accounting Department employee.

Moreover, the main result of this study is the Indonesian version of the Finance and Accounting Department employee manual book and the positive point of view of the Finance and Accounting Department employee at Rooms Inc. Hotel Semarang, and by that the manual book is ready to use.

4.2. Recommendation

In general, this study recommends using the Indonesian version of the Finance and Accounting Department employee manual book beside the original version. The use of the Indonesian version helps the employees to understand more of the employee guidelines that can improve the service quality of Rooms Inc. Hotel Semarang. A further study could assess the connection between the Indonesian version and the original version of the Finance and Accounting Department employee manual book at Rooms Inc. Hotel Semarang.

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Appendix

ARMS

Artist Standard Manual

Finance

Visi:

Membantu membuat kenangan indah tentang tidur, makan, dan minum yang terlihat biasa bagi masyarakat.

Misi:

Menyampaikan produk perhotelan dengan sepenuh hati dan memberikan arti dengan mengumpulkan komunitas untuk memperbaiki kualitas tidur, makan, dan minum!

Nilai Inti

Saya adalah ARTOTEL

Aryaduta

Saya adalah ariaduta dari Artotel

Tanggung Jawab

Saya bertanggung jawab atas diri saya sendiri, tim saya, dan pekerjaan saya.

Kerja Tim

Saya adalah bagian dari tim

Orisinal

Saya membuat karya yang orisinal

Jujur dan Dapat Dipercaya

Saya jujur dan dapat dipercaya

Mutu Tinggi

Saya berkomitmen untuk menghasilkan sesuatu bermutu tinggi

Keseimbangan hidup

Saya bertanggung jawab atas keseimbangan hidup saya

No.	KETERAMPILAN MELAYANI	HASIL PERBAIKAN (ULASAN KEPADA DEPARTEMEN)					
		SANGAT BAIK	TANGGAL	BAIK	TANGGAL	KURANG	TANGGAL
1.	CITRA PERUSAHAAN						
2.	KERAMAHAN						
3.	TELEPON						
4.	SINERGI						
5.	PENYALURAN INFORMASI						
6.	KERJA SAMA						
7.	KETERLIBATAN						
8.	PERLENGKAPAN						
9.	PENGLOLAAN						
10.	SAYA ARTOTEL						

CITRA PERUSAHAAN

	PENAMPILAN YANG BAIK SESUAI DENGAN PEKERJAAN SAYA	Penilaian Pengawas			Penilaian Kadep
		Sangat baik	Baik	Kurang	
1	Saya menggunakan seragam atau mematuhi standar berbusana (pakaian, sepatu, dan aksesoris)				
	Pakaian saya bersih, rapi, dan dipelihara dengan baik				
	Saya menyesuaikan dandanan saya dan gaya rambut saya sesuai dengan apa yang saya lakukan				
	Kebersihan diri saya sempurna (tangan, aroma tubuh, aroma parfum yang tidak menyengat)				

	CARA MENAMPILKAN CITRA PERUSAHAAN DI DALAM SATUAN SAYA DENGAN MEMILIKI PERILAKU YANG RAMAH DAN SENANG MEMBANTU	Penilaian Pengawas			Penilaian Kadep
		Sangat baik	Baik	Kurang	
2	Saya tidak bisa mengendalikan mimik wajah saya				
	Saya memiliki suara yang tegas				
	Saya sering tersenyum				
	Saya memiliki sikap yang ramah (Bahasa tubuh atau gestur)				
	Saya menunjukkan keramahan				
	Saya mengekspresikan diri dengan benar dan percaya diri				

RAMAH KEPADA TAMU

	MAMPU BERPARTISIPASI MENINGKATKAN KUALITAS DARI AREA RAMAH TAMU, AREA BEKERJA DAN BERISTIRAHAT DAN MENGAMBIL LANGKAH YANG DIBUTUHKAN DENGAN BENAR	Penilaian Pengawas			Penilaian Kadep
		Sangat baik	Baik	Kurang	
3	Saya mengamati dan menganalisis kebersihan dan keteraturan dari area yang dikunjungi tamu, area kerja dan kamar, dan bereaksi pada masalah kapan pun				
	Saya mengatasi masalah teknis dan material secepat mungkin				
	Saya memanggil orang lain jika dibutuhkan				
	Saya memberikan peningkatan dan inovasi jika dibutuhkan				

TELEPON

	MENGETAHUI CARA MENJAWAB TELEPON	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	POOR	
4	Saya menjawab sebelum deringan ketiga				
	Saya memperkenalkan diri sesuai dengan standar penggunaan bahasa di departemen saya				
	Saya menjawab telepon sambil tersenyum, dengan sopan (ramah dan selera humor yang baik)				
	Saya menanyakan penelepon alasan kenapa menelepon				
	Jika saya tidak bisa menjawab, saya akan meminta orang lain untuk menjawab telepon tamu dan mengalihkannya				
	Saya tahu bagaimana cara menerima pesan (menyampaikan kembali, mengisi formulir dengan benar)				
	Saya selalu meneruskan pesan kepada orang yang dimaksud				
	Saya tidak membuat penelepon menunggu lebih lama dari saat "X" atau saya menawarkan untuk menelepon kembali saat				

	"Y"				
	Saya menghargai komitmen untuk menelepon kembali				

SINERGI

	MAMPU MEMBERIKAN INFORMASI DASAR TENTANG ARTOTEL GROUP	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
5	Saya tahu dan dapat menyatakan merek group sesuai dengan sektor yang dimiliki				
	Saya dapat memberitahukan merek yang mewakili di pasar atau saya menggunakan direktori yang tersedia untuk saya				
	Saya tahu kartu ARTOTEL, bagaimana cara menggunakannya dan keuntungan-keuntungan yang ditawarkan				

PENYALURAN INFORMASI

	MAMPU MEMBERIKAN INFORMASI YANG BERGUNA DEMI KELANCARAN KERJA DEPARTEMEN	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
6	Saya mempertimbangkan semua informasi yang disampaikan oleh orang lain				
	Saya memperbarui buku serah terima (atau yang lain) secara tepat waktu dan tepat				
	Saya berusaha memastikan instruksi yang diberi oleh kolega saya				
	Saya menyalurkan semua informasi yang berguna kepada rekan kerja saya				

	MAMPU MENYALURKAN INFORMASI YANG BERGUNA UNTUK DEPARTEMEN LAIN	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
7	Saya paham bagaimana departemen lain bekerja (fungsi, peran, aktivitas)				
	Saya meneruskan informasi sesuai dengan waktu yang				

	<i>ditentukan</i>				
	<i>Saya meneruskan informasi yang akurat dan lengkap</i>				
	<i>Saya terus menginformasi diri sendiri dengan informasi yang ditindak lanjuti</i>				

KERJA SAMA

	MAMPU BERADAPTASI PADA KECEPATAN KERJA SAMPAI KE LEVEL AKTIVITAS UNIT SAYA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
8	<i>Saya bekerja lebih cepat bila perlu</i>				
	<i>Saya mendapatkan bantuan dari rekan kerja saya saat beban kerja cukup berat</i>				
	<i>Saya mengikuti skala prioritas yang diberikan oleh atasan saya</i>				
	<i>Saya memberitahukan pengawas saya saat ada masalah</i>				

	MAMPU SELALU MENUNJUKKAN SEMANGAT KERJA SAMA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
9	<i>Saya setuju untuk sementara menggantikan rekan kerja saya saat diminta oleh manajer</i>				
	<i>Saya menawarkan bantuan kepada rekan kerja yang memiliki terlalu banyak pekerjaan</i>				
	<i>Saya menerima perubahan organisasi</i>				
	<i>Saya ikut serta dalam komunikasi internal untuk departemen (pertemuan, Kerja kelompok)</i>				
	<i>Saya mengikuti jam kerja</i>				

	MAMPU MENGUSULKAN PENGEMBANGAN SESUAI DENGAN BAGAIMANA DEPARTEMEN BEROPERASI	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
10	<i>Saya mengusulkan ide yang dapat mengembangkan</i>				
	<i>Saya mendebatkan kasus proposal saya</i>				

	<i>Saya mempertimbangkan sumber daya yang dibutuhkan, seperti (waktu, tenaga, modal, dll)</i>				
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	TAHU BAGAIMANA MENERAPKAN PROSEDUR YANG BERKAITAN DENGAN AKTIVITAS SAYA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
11	<i>Saya menyatakan dan menjelaskan prosedur yang sesuai dengan kegiatan saya</i>				
	<i>Saya mampu menganalisa kesalahan saya agar saya tidak mengulanginya (evaluasi diri)</i>				
	<i>Saya mencari informasi yang dapat membantu saya untuk bekerja di dalam unit saya</i>				
	<i>Saya tahu tata cara kerja (atau tahu dimana saya bisa mencari tahu) dan peraturan internal</i>				

KEIKUTSERTAAN

	MAMPU IKUT SERTA DALAM PENERAPAN DARI KOMERSIAL UNIT DAN PROYEK STRATEGIS	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
12	<i>Saya ikut andil dalam pertemuan</i>				
	<i>Saya menyelesaikan bagian saya dalam proyek</i>				
	<i>Saya memberikan pendapat daya dan memberitahukan pendapat saya</i>				

	MAMPU MENGHORMATI KOMITMEN LINGKUNGAN UNIT SAYA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
13	<i>Saya mendaftar aksi lingkungan yang diambil oleh tim saya</i>				
	<i>Saya menerapkan aturan yang berlaku dalam tim saya</i>				

14	MENGETAHUI BAGAIMANA CARA	PENILAIAN PENGAWAS	PENILAIAN
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	MENGGUNAKAN PERALATAN YANG DIGUNAKAN DI DEPARTEMEN SAYA DAN MENGOPERASIKAN MATERIAL YANG TERSEDIA UNTUK SAYA DENGAN HATI-HATI	SANGAT BAIK	BAIK	KURANG	KADEP
	<i>Saya tahu bagaimana cara untuk menggunakan alat-alat yang tersedia di tempat kerja atau di divisi saya (faks, internet, surel, dll)</i>				
	<i>Saya menggunakan alat-alat tersebut dengan hati-hati</i>				
	<i>Saya tahu cara merawat barang tersebut</i>				
	<i>Saat suatu alat rusak, saya bisa meminta seseorang yang lebih ahli</i>				

	MENGETAHUI CARA MENGGUNAKAN PERLENGKAPAN DARURAT, KEAMANAN, DAN PENCEGAHAN	PENILAIAN PENGAWAS			PENILAIAN HOD
		SANGAT BAIK	BAIK	KURANG	
15	<i>Saya tahu dan mengikuti semua prosedur keamanan</i>				
	<i>Saya tahu area berisiko di dalam kantor saya, sistem keamanan yang relevan dan prosedur yang tepat</i>				
	<i>Saya tahu nomor telepon dan nama orang-orang untuk dihubungi di kantor (di tempat)</i>				
	<i>Saat terjadi kecelakaan, saya melakukan prosedur darurat: saya akan segera bertindak (jika saya sudah menerima Latihan) atau saya menelepon seseorang yang sudah mendapat latihan keamanan (prosedur kebakarn, pertolongan pertama)</i>				

MANAJEMEN

	MAMPU MENGGUNAKAN SUMBER DAYA DI DEPARTEMEN SAYA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
16	<i>Saya bisa menyebutkan sumber daya yang berguna untuk pekerjaan saya</i>				
	<i>Saya dapat menjelaskan kegunaan sumber daya</i>				

	<i>tersebut</i>				
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	MAMPU MENJELASKAN TUJUAN	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
17	<i>Saya mengetahui kualitas dan kuantitas tim saya secara obyektif</i>				
	<i>Saya mengetahui tujuan utama unit saya</i>				
	<i>Saya dapat menghubungkan tujuan utama departemen saya dan unit saya</i>				

	MAMPU IKUT SERTA DALAM MENCIPTAKAN MANAJEMEN YANG BAIK DALAM DEPARTEMEN (UNIT) SAYA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
18	<i>Saya memastikan persediaan yang dibutuhkan untuk digunakan sebagai sumber daya tidak terbuang percuma</i>				
	<i>Saya ikut serta dalam menghemat uang untuk membeli persediaan</i>				

	MENGETAHUI CARA MENGGUNAKAN MEMBERSHIP CARD HOLDER	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
19	<i>Saya tahu ARTOTEL Advantage Plus Card dan keuntungannya</i>				
	<i>Saya tahu ARTOTEL Favorite Card and keuntungannya</i>				
	<i>Saya tahu Airline Mileage Card yang berkolaborasi Bersama ARTOTEL dan keuntungannya</i>				
	<i>Saya tahu kartu-kartu lainnya dan keuntungannya</i>				

SAYA ARTOTEL

	SAYA ARTOTEL (PEKERJAAN SAYA, HARI SAYA, CARA SAYA)	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
20	<i>Saya memahami konsep</i>				

	<i>"SAYA ARTOTEL"</i>				
	<i>Mampu menjelaskan konsep "SAYA ARTOTEL"</i>				
	<i>Saya mempraktikkan konsep "SAYA ARTOTEL"</i>				
	<i>Saya membuat momen "SAYA ARTOTEL"</i>				

No.	DAFTAR KEMAMPUAN KERJA	HASIL PERKEMBANGAN (ULASAN KADEP)					
		SANGAT BAIK	TANGGAL	BAIK	TANGGAL	KURANG	TANGGAL
1	<i>Berkomitmen dalam melakukan pekerjaan</i>						
2	<i>Ikut serta dalam mengelola hotel</i>						
3	<i>Pengorganisasian, memimpin, mengelola</i>						
4	<i>SAYA ARTOTEL</i>						

DAFTAR KEMAMPUAN BEKERJA

Berkomitmen dalam melakukan pekerjaan

	<i>Bisa menjawab surat sederhana</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
1	<i>Mengaplikasikan prosedur yang ada</i>				
	<i>Menyesuaikan balasan dengan penerima</i>				
	<i>Tidak melakukan kesalahan</i>				

	<i>Bisa memproses data untuk semua informasi akuntansi (contoh: inventaris, tagihan, piutang, investasi)</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
2	<i>Mengaplikasikan semua Langkah-langkah akuntansi</i>				
	<i>Transmisi data ke akun pusat tepat waktu</i>				
	<i>Cara komunikasi yang benar dengan kantor pusat</i>				

	<i>Bertanggung jawab atas buku harian (laporan harian)</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
3	<i>Laporan harian disimpan sesuai dengan prosedur</i>				
	<i>Dalam waktu yang sudah ditentukan</i>				

	<i>Tata cara untuk merekam pergantian diaplikasikan dengan hormat pada banyak kepala</i>				
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4	<i>Memeriksa kuitansi harian dan penggunaan buku harian</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
	<i>Rekonsiliasi kuitansi dengan data computer</i>				
	<i>Entri akuntansi yang akurat</i>				

Ikut serta dalam mengelola hotel

5	<i>Mengelola akun-akun kreditor</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
	<i>Membedah biaya kepala sesuai dengan rencana akuntansi</i>				
	<i>Mencatat sistem akuntansi yang tepat</i>				
	<i>Mengawasi pembayaran sesuai dengan prosedur-prosedur</i>				
	<i>Melakukan rekonsiliasi bank</i>				
	<i>Mengenal program komputer untuk pembayaran</i>				

6	<i>Menindaklanjuti utang sampai pembayaran diterima</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
	<i>Mengetahui ciri-ciri tamu debitur</i>				
	<i>Menindaklanjuti jika diperlukan</i>				
	<i>Menyalurkan piutang yang tak terbayar pada sengketa tepat waktu</i>				

7	<i>Melakukan transaksi perbankan hotel untuk kepentingan hotel</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
	<i>Mengecek rekening koran</i>				
	<i>Mengetahui cara membedah kepala laporan</i>				
	<i>Mencari informasi yang berguna</i>				
	<i>Klasifikasi yang benar</i>				

	<i>Mengecek saldo aku tiap jangka waktu yang sudah ditentukan</i>				
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8	<i>Mengelola komisi dan deposito agen perjalanan untuk diunggah dalam daftar reservasi yang terkomputer</i>	<i>EXCELLENT</i>	<i>AVERAGE</i>	<i>POOR</i>	<i>HOD APPRAISAL</i>
	<i>Komisi sudah dibayarkan dan diawasi</i>				
	<i>Memiliki pengetahuan tentang sistem komputer dan proses reservasi</i>				
	<i>Memastikan persetujuan dengan agen perjalanan</i>				
	<i>Mengontrol rekening uang muka setiap bulan: megecek akurasi</i>				

9	<i>Bisa menghitung pembayaram bulanan dan pemasukan</i>	<i>PENILAIAN PENGAWAS</i>			<i>PENILAIAN KADEP</i>
		<i>SANGAT BAIK</i>	<i>BAIK</i>	<i>KURANG</i>	
	<i>Menarik jumlah bilangan bulanan tepat waktu</i>				
	<i>Mengikuti prosedur</i>				
	<i>Mengetahui bagaimana cara mengelola laporan pemasukan</i>				
	<i>Menemukan dan membenarkan data yang salah</i>				

10	<i>Melacak pembayaran bank</i>	<i>PENILAIAN PENGAWAS</i>			<i>PENILAIAN KADEP</i>
		<i>SANGAT BAIK</i>	<i>BAIK</i>	<i>KURANG</i>	
	<i>Slip pembayaran</i>				
	<i>Meneruskan alat pembayaran ke bank</i>				

11	<i>Mengetahui prosedur penagihan utang</i>	<i>PENILAIAN PENGAWAS</i>			<i>PENILAIAN KADEP</i>
		<i>SANGAT BAIK</i>	<i>BAIK</i>	<i>KURANG</i>	
	<i>Memeriksa tagihan yang diterima dengan tepat</i>				
	<i>Mengikuti semua prosedur</i>				

12	<i>Mengetahui berbagai prosedur debit</i>	<i>PENILAIAN PENGAWAS</i>	<i>PENILAIAN</i>
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	(peagihan)	SANGAT BAIK	BAIK	KURANG	KADEP
	Memeriksa sesuai ketentuan berikut: harga lama, alamat, PPN, nomor rekening pelanggan, cek terhadap voucher				
	Mengidentifikasi item untuk diperiksa				
	Sistem pengarsipan tagihan dan salinan voucher yang terorganisir				
	Tagihan individu dibawa ke dalam buku piutang dan program akuntansi (rekening cek dilakukan secara teratur, memverifikasi keakuratan entri)				
	Memeriksa apakah total piutang sesuai dengan laporan harian				

	Mengatur stok persediaan	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
13	Menyediakan layanan sesuai dengan kebutuhan				
	Mencatat setiap bahan yang digunakan				

	Memesan kebutuhan kantor dan memeriksa pengiriman	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
14	Memperhatikan nilai mata uang saat melakukan pemesanan				
	Memeriksa pengiriman				
	Bertanggung jawab pada pengeluaran kas kecil	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
15	Pengelolaan kas yang akurat				
	Memastikan semua prosedur sudah dilakukan				
	Mengetahui bagan akun				

Mengatur, Memimpin, dan Mengelola

	<i>Mengurus administrasi personalia</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
16	<i>Mengelola lembar pembelanjaan sesuai dengan prosedur</i>				
	<i>Menyusun kontrak kepegawaian dan formalitas untuk rekrutan baru sesuai dengan undang-undang ketenagakerjaan</i>				
	<i>Mendaftarkan pegawai baru</i>				
	<i>Memproses formulir pajak dan jaminan sosial</i>				
	<i>Mengelola prosedur asuransi Kesehatan (pencatatan, pembatalan, dan modifikasi)</i>				
	<i>Mengelola hari libur, cuti sakit, dan penyesuaian upah sesuai dengan kebijakan hotel</i>				
	<i>Rekonsiliasi bulanan lembar kehadiran (jadwal personel / aturan kerja yang relevan)</i>				

	<i>Mengawasi mesin kasir dan pembacaan mesin kasir dari berbagai pelayanan hotel</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
17	<i>Memastikan bahwa pembacaan mesin kasir sudah akurat</i>				
	<i>Mengoreksi kesalahan</i>				
	<i>Mengetahui cara menutup mesin kasir resepsionis</i>				
	<i>Pembacaan mesin kasir sesuai dengan pembayaran yang diterima</i>				

	<i>Bisa mengarsipkan surat yang saya tangani</i>	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
18	<i>Sesuai dengan urutan</i>				
	<i>Proses cepat, slip kartu kredit, cek piutang, dll.</i>				
	<i>Segera membalas dan menyalurkannya</i>				
	<i>Pengarsipan surat ditangani oleh manajer</i>				

SAYA ARTOTEL

	SAYA ARTOTEL (PEKERJAAN SAYA, HARI SAYA, CARA SAYA)	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
19	Saya memahami konsep "SAYA ARTOTEL"				
	Mampu menjelaskan konsep "SAYA ARTOTEL"				
	Saya mempraktikkan konsep "SAYA ARTOTEL"				
	Saya membuat momen "SAYA ARTOTEL"				

No.	DAFTAR KEMAMPUAN BERKOMUNIKASI DENGAN TAMU	HASIL PERKEMBANGAN (ULASAN KADEP)					
		SANGAT BAIK	TANGGAL	BAIK	TANGGAL	KURANG	TANGGAL
1	Ramah pada tamu						
2	Berhasil memenuhi harapan tamu						
3	Menerima komentar yang diberikan tamu						
4	Memenuhi hal-hal yang dibutuhkan oleh tamu						
5	Aktivitas penjualan						
6	Kemampuan berbahasa asing						
7	Telepon						
8	Sinergi						

DAFTAR KEMAMPUAN BERKOMUNIKASI DENGAN TAMU

RAMAH PADA TAMU

	MAMPU MEMBANGUN HUBUNGAN YANG BAIK DENGAN TAMU SAAT SEDANG BERKOMUNIKASI	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
1	Saya memperhatikan perilaku tamu dan menyesuainya				
	Saya mengidentifikasi irama pelanggan dan memperhitungkannya dengan cara yang: sesuai dengan aktivitas saya; konsisten dengan tujuan saya				

	MAMPU MENYESUAIKAN KERAMAHAN DAN SIKAP SAYA PADA SITUASI YANG TERJADI	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
2	Saya menyapa tamu begitu mereka masuk				
	Saya menunjukkan bahwa saya mendengarkan apa yang dikatakan oleh tamu				
	Saya sensitif pada bunyi yang berpotensi mengganggu tamu				

	MAMPU BERINISIAFIF DALAM MENGHADAPI TAMU	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
3	Saya memperhatikan sikap tamu di tempat kerja saya				
	Saya memberi tanda bahwa saya melihat mereka (Bahasa tubuh, senyuman, atau ucapan selamat datang) secepat yang saya bisa				
	Saya bersedia dan berinisiatif untuk memulai percakapan sesegera mungkin				
	Saya tahu bagaimana meminta tamu untuk menunggu				

MEMENUHI HARAPAN TAMU

	MAMPU MEMBERI INFORMASI PADA TAMU TENTANG APA YANG DEPARTEMEN SAYA TAWARKAN	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
4	Saya memberi informasi yang cukup pada tamu (yang dibutuhkan untuk membuat mereka				
	Saya memberi jawaban yang tepa tatas pertanyaan tentang layanan yang disediakan oleh departemen saya				
	Saya mengetahui harga layanan yang disediakan oleh departemen saya				
	Saya memberi informasi yang lebih banyak kepada tamu jika hal tersebut dapat membuat penjualan lebih mudah				
	Jika saya tidak tahu jawaban dari sebuah pertanyaan, saya akan bertanya pada rekan kerja atau pengawas saya				

	MENGETAHUI BAGAIMANA CARA MEMENUHI PERMINTAAN DAN EKSPEKTASI TAMU	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
5	Saya bertanya untuk benar-benar memahami permintaan tamu				
	Saya mendengarkan tamu dengan baik dan benar				
	Saya memastikan saya paham apa permintaan dan ekspektasi tamu (reformulasi)				
	Saya memenuhi permintaan tamu atau mengalihkannya pada seseorang yang mampu				
	Saya memberikan tanggapan dan solusi serta tawaran dengan memperhatikan minat tamu				

	MAMPU MENJAWAB PERTANYAAN TAMU TENTANG SATUAN SAYA DENGAN CARA YANG PROFESIONAL	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
6	Saya menyebutkan semua aktivitas di satuan saya				

Saya menerima semua permintaan tentang satuan saya				
Saya menjawab semua pertanyaan, secara langsung maupun dengan mencari informasi yang dibutuhkan				

MENERIMA KOMENTAR YANG DIBERIKAN TAMU

	SAYA MAMPU MENERIMA DAN MENANGGAPI KOMENTAR YANG DIBERIKAN OLEH TAMU	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
7	Saya menerima semua komentar tamu, komentar positif dan negatif				
	Saya mempertimbangkan kritik tamu yang berhubungan dengan apa yang saya lakukan				
	Saya mengetahui detail kontak dari Departemen Hubungan Tamu dan memberikannya pada mereka jika dibutuhkan				

	MAMPU MENANGANI KELUHAN TAMU PADA ARTOTEL GROUP SESUAI DENGAN KEBIJAKAN SATUAN	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
8	Saya memberikan reaksi positif terhadap keluhan tamu				
	Saya meyakinkan tamu bahwa keluhan tersebut akan segera ditangani				
	Saya mengetahui di mana letak kesalahan yang mungkin terjadi yang disebabkan oleh satuan				
	Saya menangani keluhan tersebut sendiri atau meminta rekan saya atau memanggil manajer jika dibutuhkan				
	Jika saya yang menangani keluhan tersebut: saya akan memberikan solusi yang sesuai dengan perjanjian yang dibuat dengan tamu dan tetap menjaga kepentingan satuan saya, saya meminta pengawas saya untuk menyetujui solusi yang berada di luar area				

<i>otonomi saya, saya menerapkan solusi yang terpilih.</i>				
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MEMENUHI HAL-HAL YANG DIBUTUHKAN OLEH TAMU

	MAMPU MEMPERTIMBANGKAN KEBUTUHAN KEBUTUHAN TAMU TETAP	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
9	<i>Saya mengetahui tamu tetap satuan saya</i>				
	<i>Saya menunjukkan pada tamu bahwa saya mengenali mereka melalui sikap dan tingkah laku saya (memberikan detail dari sikap dan tingkah laku yang sudah ditentukan: memberi dengan senang hati, memanggil tamu menggunakan nama)</i>				
	<i>Saya mengetahui kebiasaan mereka dan memanfaatkan pengetahuan saya tersebut setiap kali kami berhubungan</i>				
	<i>Saya selalu memerhatikan kebutuhan yang tidak diungkapkan dengan membuat kontak mata, berbicara dengan mereka, dan bertindak sesuai dengan situasi</i>				
	<i>Saya memberi tahu mereka tentang penawaran terbaru, perubahan, dll. dan mengingat reaksi mereka</i>				

	MAMPU MENAWARKAN PENAWARAN YANG SESUAI DENGAN TIAP SEGMENTASI TAMU DI SATUAN SAYA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
10	<i>Saya memberi segmentasi tamu utama hotel</i>				
	<i>Saya menjabarkan kebutuhan dari segmentasi utama tamu</i>				
	<i>Saya mengetahui penawaran yang cocok dari merek yang ada yang sesuai dengan segmentasi tersebut</i>				
	<i>Saya mengetahui hasil dari survei kepuasan tamu untuk satuan saya</i>				

	MAMPU Mencari tahu apa yang dibutuhkan oleh tamu dan mengutamakan penawaran (dan produk) yang tepat	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
11	Saya memberikan kesempatan untuk bertanya (open-ended, close-ended, dll.)				
	Saya berinisiatif untuk bertanya pada tamu				
	Saya memilih waktu yang tepat untuk bertanya, menyesuaikan momentum tamu				
	Saya menjual penawaran yang saya utamakan (memilih manfaat yang disesuaikan dengan kebutuhan tamu)				
	Saya memperhatikan reaksi yang diberikan oleh tamu				
	Saya memudahkan transaksi dengan membiarkan mereka memilih				

	TAHU BAGAIMANA MEMBERIKAN REAKSI PADA PERUBAHAN PERMINTAAN TAMU	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
12	Saya mengabaikan permintaan tamu yang tidak termasuk dalam pelayanan yang ditawarkan				
	Saya ikut serta dalam mencari solusi				

AKTIVITAS PENJUALAN

	MAMPU IKUT SERTA DALAM MELAKSANAKAN ACARA DAN AKTIVITAS PENJUALAN DARI SATUAN SAYA	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
13	Saya paham aktivitas penjualan dan event terbaru				
	Saya memberitahukannya pada tamu				
	Saya berhasil menyelesaikan tugas yang diberikan				

	MAMPU BERPARTISIPASI DALAM MENYIAPKAN KEGIATAN PENJUALAN	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
14	<i>Saya memberikan ide-ide untuk aktivitas penjualan</i>				
	<i>I suggest means for setting up sales actions</i>				

KEMAMPUAN BERBAHASA ASING

	MAMPU BERKOMUNIKASI DENGAN TAMU YANG TIDAK BERBICARA MENGGUNAKAN BAHASA YANG SAYA PAHAMI	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
15	<i>Saya melakukan yang terbaik untuk memahami tamu asing</i>				
	<i>Saya memastikan bahwa tidak ada rekan saya yang bisa berbahasa yang dapat digunakan untuk berkomunikasi dengan tamu</i>				
	<i>Saya menggunakan bahasa non-verbal (gambar, bahasa tubuh, dll.)</i>				

TELEPON

	MENGETAHUI BAGAIMANA CARA MENELEPON DENGAN PROFESIONAL	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
16	<i>Saya memberikan reaksi positif saat saya sudah terhubung dengan tamu</i>				
	<i>Jika tamu membutuhkan jawaban yang singkat saya akan langsung menjawabnya</i>				
	<i>Jika tidak, saya akan menawarkan untuk menelepon kembali tamu atau meminta mereka menunggu</i>				
	<i>Saya membuat menelepon selanjutnya menunggu</i>				
	<i>Saya bertanya pertanyaan yang relevan kepada tamu untuk mengetahui apa yang mereka butuhkan</i>				
	<i>Saya merumuskan kembali pertanyaan tersebut jika perlu, dengan jelas dan sopan</i>				

Saya memberikan informasi yang lengkap dan akurat				
Saya memberikan skala waktu pada tamu agar saya dapat mencari informasi, meminta untuk menunggu, dan menelepon kembali				

SINERGI

	MAMPU MEMANFAATKAN SUMBER DAYA LOKAL, MEMPRORITASKAN PRODUK ARTOTEL DAN MENERAPKAN KEBIJAKAN PASAR	PENILAIAN PENGAWAS			PENILAIAN KADEP
		SANGAT BAIK	BAIK	KURANG	
17	Saya dapat menjelaskan kebijakan pasar (kesepakatan antara banyak merek ARTOTEL)				
	Saya mengetahui layanan yang ditawarkan oleh cabang ARTOTEL terdekat, atau bertanya jika perlu				
	Saya mengenal dengan satuan lain ARTOTEL di pasar (saya pernah berkunjung)				
	Saya bisa menawarkan cabang ARTOTEL terdekat bila permintaan pasar tidak dapat dipenuhi oleh satuan				
	Saya mengetahui kelebihan unit saya jika dibandingkan dengan kompetitor				
	Saya tahu kompetitor utama dari unit saya				