



Buku Ajar
FRONT OFFICE
CASHIER

Dra. Made Ruki, M.Par
Dr. Dra. Ni Gst Nym. Suci Murni, M.Par

Buku Ajar **FRONT OFFICE CASHIER**

This book will cover technical terms related to front office Cashier particularly mention as the front office accounting cycles is simply relating to the recording and posting the guest transaction to the right guest folio or account. The front office accounting system monitors and charts the transactions of the guests, businesses, agencies and other non-guests using the hotel's services and facilities. This realize in the form of the guest cycles consisting of four stages which are of pre-arrival and arrival, during stay and departure. Each of those stages will reflect and correspondence with any transactions being done by the guests, beginning from the guest making a reservation at pre arrival stage until check out. The guest cycles may reflect the creation and maintenance an accurate accounting record for each guest or non-guest account, track financial transactions, ensures internal control over cash and non-cash transactions, and finally the last cycles records settlement for all goods and services provided. Within the four stages that all those transactions will appear in every stage corresponding to the guests' transactions. The maintenance of guest account involving the type of account with the way of posting process enabling to post any transaction to the right entries debit or credit until it gets verified by the night auditor. In the case of multi skills Front office cashier also plays as a night auditor in verifying posting in the certain period of time where all transaction that day will be audit and verified. During the process of posting sometimes raised errors or wrong calculated therefore at that time needs to apply special type of posting like correction, adjustment etc to make all things properly accurate and correct. Other terms like visitor paid out called as VPO where the guest can borrow some amount of money also provided for the sake of the guest assistance in settling other service that are not provided by the hotel. All the presentation of guest transaction account with the method of payment at check-out is properly handled by the front office cashier with a professional and pleasant manner.



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Dr. Dra. Ni Gst Nym. Suci Murni, M.Par

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Surel : eurekaediaaksara@gmail.com

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KATA PENGANTAR

Puji syukur penulis panjatkan pada kehadiran Tuhan Yang Maha Esa yang telah melimpahkan rahmatnya sehingga penulis dapat menyelesaikan penyusunan buku ajar yang berjudul. **Front Office Cashier**

Buku ini sebagai panduan dosen dan mahasiswa Program Study D3 Perhotelan, Politeknik Negeri Bali dan sebagai referensi untuk beberapa mata kuliah pada bidang front office dengan kurikulum merdeka belajar kampus merdeka semester 1, 3 dan 5 terutama mahasiswa yang mengikuti perkuliahan *Front Office Cashier*. Buku ini mencakup pengertian *front office accounting cycles, Transaction at the guest arrival, during stay, departure, and the guest settlement* dan lain-lain.

Buku ini disusun oleh dosen yang memiliki latar belakang yang sama yaitu bidang front office dan kompetensi reservation, reception dan front office cashier. Dan semua dosen memiliki latar belakang akademis sastra Inggris dengan pengalaman langsung di *industry perhotelan*

Meskipun naskah buku ajar ini masih memiliki banyaknya kekurangan, bagaimanapun penulis berharap buku ini dapat bermanfaat bagi pembacanya baik bagi mahasiswa maupun dosen tidak saja di Politeknik Negeri Bali tetapi juga mereka yang ada di seluruh Indonesia.

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Denpasar, 19 November 2021

Penulis

DAFTAR ISI

KATA PENGANTAR.....	iii
DAFTAR ISI	iv
CHAPTER 1 FRONT OFFICE ACCOUNTING.....	1
CHAPTER 2 CHECK OUT AND SETTLEMENT OF ACCOUNTS	22
CHAPTER 3 CREDIT CONTROL.....	44
DAFTAR PUSTAKA.....	64
TENTANG PENULIS.....	65

CHAPTER

1

FRONT OFFICE ACCOUNTING

Introduction

The objective of a hotel is to provide facilities and services for guests in return for money, ultimately to make a profit. To ensure that all guest bills are properly settled, hotels need to have an accurate and constantly updated record of all guest financial transaction.

Learning Outcome

The students are able to identify the main functions of the front office accounting system which involves the guest financial transaction records as it is reflected through the guest cycle service.

Presentation

The front office accounting system records all of the guest's financial transactions. It begins by explaining the main functions of the front office accounting system and different types of guest accounts held at the front office. The basic front office accounting cycle and the procedures necessary in creating and maintaining guest accounts are then described. Finally, the posting of charges and credits to guest accounts and the verification of postings is examined.

Functions of The Front Office Account System

Each day, a hotel engages in a large number of transactions with guests. In addition to using bedrooms, and food and beverage operations, guests may use other service and facilities during their

CHECK OUT AND SETTLEMENT OF ACCOUNTS

Introduction

Previously, we examined how guest accounts are prepared. In this chapter, we shall look at the settlement of accounts and check - out procedures.

Learning Outcome

The students are able to explain the process of guest financial transaction and payments as well as to maintain the guest transaction records which begins from pre-arrival until the guest depart as it reflects the guest accounting cycle

Presentation

We start by explaining the duties and procedures of the front office at the time of check - out. We then discuss the problems associated with late check - outs and late charges and the different types of accounts and settlement methods which are used. Finally, we examine the role of the front office staff in the updating of front office records after the departure of a guest, and in the creation of a good lasting impression to guests.

Front Office Duties At Check - Out

One of the last contacts the guest has with the hotel is the check - out procedure. It is also most probably the last chance for a guest to interact face to face with hotel staff. It is, therefore, of great importance that guest's financial transaction with a hotel are properly settled before they leave. That quality of service that

Introduction

We pointed out earlier that in many hotels, guests are allowed to enjoy hotel service and facilities on credit. In other words, hotels will receive payment only on or after a guest's departure. In these cases, a hotel must take some measures to ensure that guests' accounts will be settled in full and at the agreed time. Otherwise, a lot of revenue will be lost, and there will be a problem with cash flow.

Learning Outcome

The students are able to understand the important role of credit control measures being undertaken in the hotel operational at the different stage of guest cycle service as to avoid unsettlement of guest account

Presentation

Formerly, we looked at how guests' bills are prepared and settled. In this chapter, we shall concentrate on show a hotel can control in a hotel can control its credit to guests in order to ensure a healthy cash flow.

We shall start by explaining the meaning of and the reasons for credit control measures that are taken by the various front office sections at the different stages of a guest's stay, and find out why they are needed. The last part of the chapter will discuss the legal rights of the hotel should a guest fail to settle their account.

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- English for hotel front office,

TENTANG PENULIS



Made Ruki, Lahir 06 Oktoberr 1962, alumni Fakultas Sastra Inggris, Universitas Udayana, Denpasar, Bali (S1) dan Kajian Pariwisata Universitas Udayana (S2). Berpengalaman mengajar Front Office dan Hospitality Office Practice sejak 1987 di Politeknik Negeri Bali. Pengalaman Industri sebagai asesor dengan skema Okupasi Receptionist dan pada bidang Hotel dan restaurant sebagai asesor kompetensi Front Office Manager, dan setara level 5 pada KKNi (kerangka Kualifikasi Kerja Nasional Indonesia)



Ni Gst Nym Suci Murni, Lahir 25 Mei 1964, alumni Fakultas Sastra Inggris, Universitas Udayana, Denpasar, Bali (S1) Kajian Pariwisata Universitas Udayana (S2), serta Kajian Budaya (Kosentrasi Pariwisata) Universitas Udayana (S3). Berpengalaman mengajar Front Office dan Hospitality Office Practice sejak 1989 di Politeknik Negeri Bali. Pengalaman industri sebagai asesor Front Office dan Auditor Hotel. Keahlian lainnya adalah meneliti bidang sustainable dan green tourism.