An Analysis of Room Reservation Practice Learning Obstacle for Students in The Second Diploma of Accommodation at The Community Academy of MAPINDO

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Abstract

Room Reservation practice is one of the courses that aims to prepare students so that they have the competence to handle room requests, process bookings, and archive the history of room bookings. Learning in the practice of booking rooms uses the role play method, where students act as reservation agents and others as guests with the material being Room Reservation procedures via telephone operator. However, in the learning process, there are several obstacles in learning that hinder the achievement of the objectives of the learning outcomes. The purpose of this research is to analyze the types of difficulties experienced by students along with the factors that cause them as well as the efforts made by students to overcome these obstacles so that learning about the practice of booking rooms can run in accordance with the stated objectives. The research method used is a qualitative method, collecting data through observation, distributing questionnaires, interviews and documentation. Respondents in this study were 29 students, selected purposively (purposive sampling), namely students who had experiences in practical learning process for booking rooms. Analysis techniques use qualitative data. The research results show that students have difficulty recording guest payment methods, allocating rooms, providing room rates, and filling in reservation charts. The causal factors are divided into internal factor (such as: lack of confidence, and language barriers) and external factor (lack of facilities and time allocating). The efforts made by students are to study again and practice a lot of role plays, as well as looking for references from other sources.

Keywords: Barriers, Learning, Front Office Practice, Room Reservation
INTRODUCTION

Hospitality and tourism are two interrelated industries. Hotels need tourists who visit tourist attractions as potential guests to stay and provide income to the hotel. Meanwhile, tourist attractions need hotels to increase their visits, as a fulfillment of the elements of tourism itself, namely attraction, amenities, ancillaries and accessibility. So, good service is an important element in the hotel industry because from the service guests can judge whether the hotel has excellent service or not, and of course, if the hotel provides excellent service, guests are very satisfied and it becomes an attraction for these guests to revisit (Riski & Artana, 2019).

Tourism in Bali is a unique attraction in Indonesia and the world, with various. attraction that focuses on culture, art, and nature. The advantages and uniqueness of each tourist destination in Bali can attract both local and foreign tourists. (Riski & Wulandari, 2022) So that Bali becomes one of the world’s tourism icons and is trusted to host international scale events, showing the international community’s trust in the security and comfort of tourism in Bali. For this reason, many hotels have been built so that they can facilitate the comfort of tourists. It could even be said that the growth of hotels in Bali can be said to be quite significant. Hotels compete to complete their facilities and provide the best service to guests.

Hotels must be able to build service quality to achieve consumer satisfaction in the Hospitality Industry. By improving service quality, the hospitality business makes it a way to compete with its competitors. Apart from that, the hospitality business must provide something different from the others that will always be embedded and become an unforgettable experience for consumers compared to what its competitors provide (Thio, 2019).

The hotel industry sector is an industry that sells products and services, rents out rooms and other facilities (Bagyono, 2006), so hotels must be able to provide good quality service for guests, so that guests feel at home and can enjoy the comfort of their residence, and are expected to visit again to the hotel. For this reason, the hotel is expected to have reliable and skilled staff to be able to serve the needs of guests at the hotel. Because human resources are important in determining progress or setbacks in the industrial sector, human resources are assets that are always nurtured and given motivation to develop themselves in order to provide better services (Astuti, 2022).
In hotels, the Front Office Department is the core center of all hotel activities which are directly related to staying guests, because the front office department is the service officer who first and frequently communicates with guests. (Purnama, 2016) As a vital department in Hospitality, the Front Office Department must be able to deliver a good impression to guests, both the first impression and the last impression (Riski, 2019). So front office staff must be able to display a good first impression, namely being polite, friendly, ready to help and smiling. (Izzah, 2013). A good front office officer must have a high sense of responsibility for his work. So we hope to be able to understand what guests want, especially regular guests. This can be the key to success in providing service because basically guests just want to be served and cared for.

Baum and Odgers (1982), identify the central role of front office in the organisation of hotels, both in terms of the flow of management information and in relation to how the guest experiences the range of products and services on offer with the establishment. So that hotels across recruitment criteria for hotel front office based on these generic skills rather than specific vocational training or experience. To serving guests in hotels, communication is an important factor that encourages workers in the Hospitality sector to be able to improve their language skills, especially English, so that graduates from hotel College must have good English communication skills (Sari & Prayogi, 2018), so that Antara & Anggreni (2022) recommend that the emphasis on learning should focus on speaking in order to build students’ self-confidence so that they can interact well with friends, lecturers and colleagues.

Hospitality College are expected to produce graduates who can be used immediately by the Hotel Industry. So that hotel College are required to be able to adapt to dynamic developments and produce graduates who suit market (hotel) needs in accordance with an integrated curriculum. The education that is carried out becomes the main institution for Human Resource Development by forming students who are productive, and able to face competition in the global market so as to produce graduates who have the competence to be able to serve guests well, give a good impression, so as to increase guest trust and comfort.

Academy Community of MAPINDO is one of the hospitality colleges in Bali. This campus was built in 2015, and consists of 3 study programs, namely Diploma 1 in Food Management, Diploma 1 in Catering, and Diploma II in Accommodation. This hotel campus has a vision and mission to become a superior institution that produces graduates who are competent, have character, and have an entrepreneurial spirit in the hospitality sector based on morals and ethics. The D2 Accommodation Study Program which is the object of this
research is expected to be able to produce graduates who are competent in the field of accommodation, namely front office and housekeeping, with a study period of 2 years or 4 semesters. The curriculum in the Diploma 2 Accommodation Study Program is designed based on the standards set by the Indonesian National Qualifications Framework (KKNI) at level 3, and refers to the expected competency standards based on the Asean Common Competency Standards for Tourism Professionals (ACCSTP) Certificate 4 Level 3 at the Front Office and Housekeeping. So the expected graduates are to produce graduates at operator and supervisor level in the fields of Front Office and Housekeeping (Room Division).

Room Reservation Practices is one of the courses in the Accommodation Study Program curriculum at the Community Academy of MAPINDO. The learning outcomes in this course are for students to be able to process Room Reservation and reception techniques in the front office area; receiving and processing reservations, providing reception accommodation services, processing financial transactions, conducting short telephone conversations, providing porter services. Students are expected to be able to receive reservations from guests, handle the check-in and check-out process, as well as take guests to their rooms, explain the rooms, and carry out the payment process.

Implementation of practical Room Reservation learning is a teaching and learning process carried out in the Front Office Practice course. Practice itself is a learning method in which students carry out training activities in order to have greater assertiveness or skill than the theory they have learned, so that students can improve their ability to apply the knowledge and skills they have acquired. The implementation of this practical learning process is supported by facilities and infrastructure such as tools, modules, equipment, places and facilities that are adequate and resemble existing procedures in the Hotel Industry, especially in the Front Office department, reservation section. The practice of booking rooms takes place for 14 meetings in one semester, so that students are expected to be required at learning outcomes. In Room Reservation Practices, the learning process is carried out by performing greeting procedures, asking the type and number of rooms the guest desires, asking the guest’s arrival and departure dates, checking the reservation chart for room availability, explaining the room price and hotel facilities, and asking the name of the guest who will be visiting. Stay overnight, repeat booking data, conclude up phone calls, and process reservation charts and diaries.

However, based on learning evaluations on the practice of reserving rooms, students frequently make various mistakes, including errors in supplying room rates, errors in filling out reservation forms, and errors in distributing rooms (room allocation). The findings of
this evaluation prompted the author to examine students’ hurdles and challenges in learning the practice of room reservation in order to maximize the efficacy of learning in front office practice in the future. Given the significance of the learning process to generate graduates who are competent in the Front Office field, research is required to determine what difficulties students face and the factors that trigger them, as well as the efforts made to conquer obstacles in learning the practice of booking rooms.

LITERATURE REVIEW

1. Learning

Learning is a process of interaction between students and educators and learning resources in a learning environment, so that educators provide assistance to students to gain knowledge and knowledge, mastery of skills, and the formation of attitudes and beliefs. Educators provide assistance to students so that the process of acquiring science and knowledge, mastering skills and habits, as well as forming attitudes and beliefs in students can occur. In other words, learning is a process to help students learn well. In essence, learning is a reciprocal transactional communication process, both between teachers and students, as well as between students and other students, to achieve certain goals, has been determined (Hernawan, 2013)

Roleplay Method

The methods used to implement plans that have been prepared in the form of real and practical activities to achieve learning objectives are also called learning methods. Learning method according to Djamarah, SB. (2006) is a method used to achieve predetermined goals’. In teaching and learning activities, teachers need methods so that their use varies according to what they want to achieve after teaching ends. The learning model according to Trianto (2010), states that a learning model is a plan or pattern that is used as a guide in planning classroom learning or tutorial learning. The learning model refers to the learning approach that will be used, including teaching objectives, stages in learning activities, learning environment, and classroom management.

The method used in the Room Reservation Practice is the Roleplay method. Where students act as reservations and potential guests. The material played is related to Room Reservation procedures that are carried out before guests stay at the hotel. According to Djamarah (2005) the Role Playing Method is a way of mastering materials through the development and appreciation of students. Students develop imagination and appreciation
by acting as living characters or inanimate objects. With this role-playing activity, students will better absorb the material they receive. Role playing in a lesson that involves students pretending to play roles or figures involved in historical processes or societal behavior, can even make passive students more active and can develop imagination in students and can make students prioritize cooperation in teams or groups. Through role playing, students try to explore relationships between humans by demonstrating and discussing them, so that together students can explore feelings, attitudes, values, and various problem-solving strategies. Meanwhile, the aim of the roleplay method according to Hasibuan & Moedjiono (2009) are to train certain skills, both professional and for everyday life. To gain an understanding of a concept or principle; To practice solving problems

According to Zaini (2011), the role play method is based on three main aspects, namely:

1. Taking on roles (role talking), that is, the pressure of social expectations on role holders, for example: based on family relationships (what girls should do), or based on job duties (how a police agent should act) in situations social.
2. Creating roles, namely the ability of role holders to change dramatically from one role to another and create and modify roles as needed.
3. Role negotiation, namely: the level at which roles are negotiated with other role holders regarding the parameters and constraints of social interaction.

2. Barriers & Difficulties in learning

In the learning process, of course the lecturer/instructor who teaches hopes that students can achieve maximum learning outcomes. However, quite a few students also found learning difficulties when receiving lecture material so that they obtained unsatisfactory learning results. In learning, many factors can influence students to hinder their learning process.

According to Oemar (1992: 72), "Obstacles are anything that hinders, impedes, hinders that humans or individuals encounter in their daily lives which come and go, thus creating obstacles for individuals who undertake them to achieve their goals." So an obstacle is something negative that can hamper or hinder the activities carried out by someone. This obstacle becomes an obstacle for someone in carrying out certain activities. Students experience obstacles in using and understanding hearing, reading, writing, speaking, thinking or mathematics skills in a heterogeneous group. So, basically learning obstacles are obstacles for students in thinking and understanding something.
Difficulty learning

According to Blassic & Jones (1982) Learning difficulties are obstacles experienced by students in participating in learning and achieving optimal learning outcomes, so that there is a gap between the expected academic achievement and the academic achievement achieved by students (actual achievement). Learning difficulties are disorders or things that hinder learning progress and result in failure to achieve (Hamalik 1983). Learning difficulties refer to obstacles that limit access to participation and results in a learning plan (Westwood, 2008). So, it can be concluded that learning difficulties are an obstacle which can have an impact on the learning process and less than optimal achievement results. Difficulty is a certain condition that is characterized by the existence of obstacles in activities to achieve a goal, so that it requires harder effort to overcome them. Difficulties in learning that students face can cause students' inability to solve problems that are characterized by errors. Automatically, learning difficulties will affect students' learning achievements. Therefore, to obtain good achievements, students need to receive appropriate learning treatment both at school and outside school and of course based on the provisions and efforts of students in learning.

Factors Causing Difficulty

According to Aqib (2002) the factors that cause learning difficulties can be grouped into two factors, namely internal factors and external factors. Internal factors that hinder students in learning include: biological factors, health, psychological factors, intelligence, attention, interests, talents, emotions. Meanwhile, external factors that interfere with students' learning include the environment, home atmosphere factors, family economic factors, school environmental factors, community environmental factors. According to Ahmadi and Supriyono (Irham & Wiyani, 2013) stated that learning difficulty factors are categorized into 2, namely:

a. Internal factors, are factors that occur within humans. includes:
   1. Physiological factors (caused by students being unhealthy, disabled or weak)
   2. Psychological factors (caused by low talent in the subject, poor level of thinking, lack of motivation, low interest in learning, or poor mental condition)
b. External Factors (factors that occur outside humans)

1. Non-social factors (caused by, for example, inadequate classroom or building conditions, incomplete or poor learning media, a lack of discipline in the learning process, and so on)
2. Social factors (caused by problems with students such as school factors, family factors, friend factors or environmental factors)

According to Dalyono (1997) explains the factors that cause difficulties in learning, namely internal factors or factors from within the student himself and external factors, namely factors that arise from outside the student.

a. Internal Factors

a) Physical reasons: because of illness, because of being unwell or because of a physical disability.

b) Spiritual causes: intelligence, talent, interest, motivation, mental health factors, special types of students.

b. External Factors

a) Family factors, namely about how to educate children, the relationship between parents and children. Atmosphere factor: the atmosphere is very noisy or busy. Family economic factors: underprivileged conditions.

b) School factors, for example teacher factors, unqualified teachers, less harmonious relationships between teachers and students, teaching methods that students do not like. Tool factor: incomplete learning tools. Place or building factors. Curriculum factors: poor curriculum, for example the materials are too high level, the distribution is not balanced. Lack of school time and discipline.

c) Mass Media and Social Environmental Factors, including cinema, TV, newspapers, magazines, comic books. The social environment includes friends, neighbors, activities in society

According to Hamalik, (2005) factors that can cause learning difficulties can be classified into 4 (four), namely:

a) Factors from oneself, namely factors that arise from the student himself, are also called internal factors. Internal factors include not having clear learning goals, lack of interest,
frequently disturbed health, ability to follow lessons, study habits and lack of language mastery.

b) Factors from the school environment, namely factors originating from within the school, for example the way lessons are taught, lack of reading materials, lack of tools, learning materials not in accordance with abilities and the implementation of lessons that are too busy.

c) Factors from the family environment, namely factors that come from within the student's family, including family economic capacity, family problems, homesickness (for students from outside the area), visiting and receiving guests and lack of supervision from the family.

d) Factors from the community environment, including interference from other genders, working while studying, being active in organizations, not being able to organize recreation and free time and not having friends to study with.

3. Front Office Departement

According to Sulastiyono (2010), a hotel is a type of accommodation that uses part or all of a building to provide lodging, food and beverage services as well as other supporting services for the public which is managed on a commercial basis. Soenarno (2006), said that a hotel is a building with many rooms that is rented out as a place to stay and eat for people who are traveling, a form of commercially managed accommodation, provided for everyone to get services, lodging, food and drink. From these two definitions it can be concluded that a hotel is a type of accommodation, which uses part or all of an existing building, provides lodging services, food and drink and other supporting services, is provided to the public and is managed commercially.

Bagyono. (2006) explains that Front Office is a department in a hotel which is located at the front. Exactly not that far from the front door or lobby. This area is the busiest place in the hotel. With its location at the front, the front office is the department that is easiest for guests to find and see. To refer to the front office, some hotels use another term, namely guest service area. Therefore, the head of the department is called the Guest Service Manager. Meanwhile, the officers are called guest service agents. The front office is the department that handles guests who will use the room, starting from reservations, reception, guests arriving (check-in) until guests leave the hotel (check-out) (Soenarno, 2006).

The main role and function of the front office is to sell rooms to guests. Because of this function, the location of the hotel front office should be in a place that is easy for guests to
see or know. According to Bagyono (2006), the hotel front office has several important functions, namely; selling rooms, handling product or service information, coordinating guest services, reporting room status, recording guest payments, completing guest payments, compiling guest visit history, handling telephone calls, messages, faxes and e-mails, and handling guest goods and their luggage.

Every staff member who works in the front office must have a polite, friendly and deft appearance, because they directly deal with guests, people who provide business and income to the hotel (Soenarno, 2006). The hotel front office, consists of several parts, including; reservationist, receptionist, Guest Relations Officer (GRO), consier, bellman, page girl, valet parker, and telephone operator (Soenarno, 2006). Each section has its own job description and must always work together to ensure that the operating system runs properly. The hotel front office follows standard operational processes that serve as instructions for each employee in carrying out their work responsibilities.

4. Room Reservation Practices

Reservations are a very important part of a hotel, because the reservation’s ability to handle room reservations greatly determines the room occupancy rate. Etymologically, reservation comes from the word to reserve, which means to provide or prepare a place beforehand. So in general, reservations are orders for facilities in the form of accommodation, meals, seats, and others. The use of the word reservation in tourism is called booking. Reservation is a room reservation made some time in advance through various sources using various booking methods to ensure that guests will get the room when they arrive or check in (Setyawan & Wjayanti, 2014). The essence of the reservation reception and processing activity is that the officer asks for information regarding requests for room needs from prospective guests, as well as data such as guest names, addresses, telephone numbers, parties who can be contacted, special requests, reservation guarantees, and so on. (Sambodo & Bagyono, 2006)

A reservation officer must have basic reservation skills, master the ability to recognize and market hotel products and their facilities, as well as reliable communication skills. The job description of Reservation staff is Selling hotel products by carrying out sales techniques, Promoting hotel products and facilities, Maintaining knowledge about products and services available at the hotel (prices, facilities, promotions, etc.), Establishing good relationships with guests. as well as anticipating guest needs, Recording and processing room bookings made using various media, Accepting existing room bookings, Processing changes to room bookings, Recording payment methods that have been specifically arranged according to the agreement, Sending confirmation letters to provide guarantees to guests...
regarding their bookings, Making reservation reports (Reservation diary), and Archive room reservation data accurately. (Sambodo & Bagyono, 2006)

In principle, reservation activities that occur between prospective guests as bookers and hotels as service providers contain an agreement that must be adhered to by both parties. Prospective guests submit requests for the type and number of rooms, on a certain date and for a certain period of time, while the Hotel will accept or reject the request based on room availability. The most important thing in the reservation process is the commitment that the items ordered will be available on arrival. So according to Sambodo & Bagyono (2006) to make it easier to handle, reservations are divided into two types, namely:

1. guaranteed reservation, a room reservation that is accompanied by a guarantee to obtain certainty from the hotel regarding the room reservation that has been made. Guarantees in the form of: prepayment, credit card, advance deposit, cooperative agreement, and travel agent voucher.
2. non-guaranteed reservation, a room reservation that is not accompanied by any guarantee, so the hotel only ensures that the room that has been booked is available until the time limit specified on the arrival date.

The practical learning process for booking rooms follows the hotel Room Reservation procedures as follows:

a) Before accepting a room reservation request, the room reservation officer checks the condition of the available rooms.

b) The reservation officer must ask the guest for some information, which is required by the hotel, including: Name of guest, Address and telephone number, Name of company or travel agency, Date of arrival, Date of departure, Type and number of rooms required, Room price, Number of people who will stay, Method of payment, Special requests., Name of the orderer or person who will be contacted for follow-up.

c) After getting the required information, the reservation officer will enter the data on the reservation form and then enter the data in the system.

d) After receiving the reservation, the reservation officer will include it in the monthly forecast so that it can be used as a reference for other departments in preparing for guest arrival.
The Room Reservation procedure can be seen in Figure 1 as follows:

![Reservation Procedures Diagram](https://mapindo.ejurnal.info/index.php/manajemen_pelayanan_hotel)

**Figure 1. Reservation Procedures (Sambodo & Bagyono, 2006)**

Equipment used in manual Room Reservation Practice learning includes:

a) Reservation Form, is a formula for recording all information about guest requests for room reservations and other facilities. The form and design of the reservation form can be different from each hotel, but usually the contents of the reservation form consist of the name of the prospective guest, date of arrival and date of departure, type of room requested, number of people and number of rooms, special requests, payment method used by the candidate visitor.

b) Reservation Chart, is a table/graph that contains room availability in a certain period. The contents of the reservation chart are usually the types of rooms available at the hotel, the time of booking in a certain period, and the blocking of rooms that have been
booked, so that rooms that are still available can be sold. Reservation charts are divided into 2 (two), namely Dencity Chart and Conventional Chart.

c) Publish Room Rate, is a list of hotel room prices adjusted to the type of room and time of booking period requested by the guest. Publish Room Rate is to practice with students that room prices can change according to the period. There are 3 ordering periods, namely Peak Season, High Season and Low Season.

d) Room List, is a list of available rooms according to type and facilities, and room number. This room list is used to select and determine the rooms that prospective guests will occupy according to their wishes.

RESEARCH METHODS

The method used in this research is descriptive research method. According to Creswell (1998), a qualitative approach is a research and understanding process based on a methodology that investigates a social phenomenon and human problem. In this approach, researchers create a complex picture, examine words, detailed reports from respondents' views, and conduct studies in natural situations. Bogdan and Taylor (1982) stated that qualitative research is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior; The approach is directed at the setting and individual holistically. So the data collected is in the form of words, images and not numbers. This data can be obtained from interviews, field notes, photos, video tapes, personal documentation, notes, or memos and other documentation (Moleong, 2014). Based on the above definition, the qualitative approach is an application of a natural approach to the study of a problem related to individual, phenomenal, symbols, documents, and social phenomena (Murdiyanto, 2020)

Population and Sample

This research was conducted from August to October 2023 at the Accommodation Diploma 2 Study Program at Community Academy of MAPINDO, with a qualitative research design to obtain more in-depth answers to the questions in this research. Respondents were recruited openly with a total of 29 students. The respondents selected purposively were students of the Diploma 2 Accommodation Study Program, because these students had received practical learning about Room Reservation.
Source of research data

According to Moleong (2014) the main data sources in qualitative research are words and actions, the rest is additional data such as documents and so on. The data obtained in this research consists of two data, namely:

a) Primary data, namely data obtained from direct interviews and in-depth observations of the informants, namely students of the Accommodation Study Program who have received the Practical Room Reservation course. Also data obtained from questionnaires distributed to students.

b) Secondary data, namely data sources that are not direct but can provide additional data that supports primary data. Secondary data sources in this research were obtained from print and electronic media such as books and journal articles.

Data collection technique

Data collection techniques were carried out by distributing questionnaires, interviews, observation and documentation. The questionnaire was distributed via Google Form to obtain a percentage calculation of the types of difficulties, causal factors and efforts made by students. Data collection was carried out using in-depth interviews lasting approximately 20 minutes. The interview material focused on the difficulties they faced, the causal factors and the effort they used to overcome obstacles in learning the practice of booking rooms. Observations and documentation are carried out during the practical learning process for booking rooms to obtain valid data.

Research Instrument

Research instruments are tools for researchers in collecting data, so they have a strategic and important position in all research activities (Arikunto, 2009). So researchers use research instruments in the form of observation guides, interview guides, cameras and other recording equipment.

Data Analysis Techniques

Data analysis techniques are the process of simplifying data into a form that is easier to read and implement. Data analysis is carried out with the aim that the information collected will be clear and explicit. This research uses deductive qualitative data analysis techniques. This form of qualitative analysis is better known as a narrative or description of a situation or event, so the data collected in this research was analyzed using qualitative data analysis. Qualitative data analysis is an effort carried out by working with data, organizing
data, sorting it into manageable units, synthesizing it, looking for and finding patterns, discovering what is important and what is learned, and deciding what can be told to others (Bogdan and Biklen, 1982)

FINDING AND DISCUSSION

1. Types of Difficulties in Room Booking Practices

The success of the teaching and learning process can be measured from the success of students who take part in Practical Room Reservation learning activities. Student success can be seen from the level of student ability to understand the material and carry out room reservation practices according to the procedures that have been taught, in accordance with the Learning Outcomes at each meeting. Based on the results of the questionnaire that shown at Figure 2, it can be analyzed that the majority of students do not experience difficulties in participating in Practical Room Reservation learning (58.6%), but there are students who experience difficulties in the Practical Room Reservation learning process (41.4%). This shows that the expected learning outcomes in Room Reservation Practices have not yet been fulfilled properly.

Based on the results of interviews with respondents, several factors were found to cause obstacles to the learning process of Room Reservation Practices as shown in table 1 below.
Tabel 1. The Difficulties in Room Reservation Procedures

<table>
<thead>
<tr>
<th>No</th>
<th>Type of Difficulties</th>
<th>Prosentase (%)</th>
<th>Responden</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Delivering greetings</td>
<td>3,4</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Asking and recording of Period of Booking</td>
<td>20,7</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Setting the room rate</td>
<td>37,9</td>
<td>11</td>
</tr>
<tr>
<td>4</td>
<td>Room allocation</td>
<td>41,4</td>
<td>12</td>
</tr>
<tr>
<td>5</td>
<td>Explaining facilities</td>
<td>24,1</td>
<td>7</td>
</tr>
<tr>
<td>6</td>
<td>Asking for guest information</td>
<td>20,7</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>Inquire about payment method</td>
<td>13,8</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>Recording payment method</td>
<td>41,4</td>
<td>12</td>
</tr>
<tr>
<td>9</td>
<td>Repeat booking</td>
<td>24,1</td>
<td>7</td>
</tr>
<tr>
<td>10</td>
<td>Closing the conversation</td>
<td>6,9</td>
<td>2</td>
</tr>
<tr>
<td>11</td>
<td>Filling out the reservation form</td>
<td>31</td>
<td>9</td>
</tr>
<tr>
<td>12</td>
<td>Fill out the Reservation Chart</td>
<td>34,5</td>
<td>10</td>
</tr>
</tbody>
</table>

From the table above, it can be seen that students have difficulties in the practice of booking rooms, namely: recording guest payment methods (41.4%); determine the room according to the facilities requested by the guest (room allocation) (41.4%), determine the room rate (37.9%) fill in the reservation chart (34.5%).

Room Allocation is a difficulty for students (41.4%). Room allocation is the activity of placing rooms that will be occupied by guests by taking into account the guests’ wishes including: number of rooms, type of room requested, room view, facilities, and room prices that suit the guest’s budget. From the excerpt from the interview results, students experienced difficulties due to the following:

“Confusion in determining the type of room and room number as requested by the guest”

"Lack of concentration in recording the specifications that guests want, resulting in the wrong choice of room"

“not thorough and careless”
To guarantee a reservation, the reservation officer is required to ask for the payment method, as well as record details regarding the payment method. There are several types of payment methods for guests at hotels, they can be done in cash or by credit card. However, in Room Reservation practices, the payment method is using a credit card. Where the reservation officer is expected to record the card number and expiration date of the credit card, to guarantee the reservation request. Based on the results of the questionnaire, students did not experience problems in asking guests about the type/method of payment (13.8%), but had difficulty recording detailed information on the payment method, namely the credit card number and expiration date (41.4%). Several students expressed difficulties in recording guest payment methods due to the following:

"not careful in recording credit card numbers"

"The guest (partner) is too quick to mention the card number and expiration date"

"I didn’t hear well, so I wrote down the guest’s credit card number incorrectly"

Difficulty in setting room prices shows a fairly high percentage (37.9%). Room price is a price set by the company that must be paid by guests for an overnight stay at the hotel, and is usually calculated from the time the guest checks in until the time the guest checks out. Each room price differs depending on when guests check in and check out. The rate is the room price given to customers who wish to stay at the hotel in question; even though the room prices differ, each price presented has its own target market. In Room Reservation practices, room rates are divided according to seasonal rate. There are 3 seasons, namely Peak Season (August), High Season (June-September, December-January), and Low Season (February-May, October-November). The difficulty faced by students is the error in providing room rates that do not match the season time. From the interviews, it was found that the majority experienced inaccuracy, lack of focus, and errors in recording guest check-in and check-out times.

Difficulty in compiling a reservation table chart was also considered quite high (34.5%). In the practice of booking rooms, making reservation charts is done manually. The reservation chart is a table that contains information on room availability, and must be updated diligently as requests for room reservations arise. The reservation charts used are density charts and conventional charts. In the density chart, students only need to block the room requested by the guest until H-1 before the guest checks out, but in the Conventional Chart, students need to provide information on the guest’s name in the table. Accuracy in filling out the reservation chart is very necessary, to be able to maintain room availability.
data, and prevent overbooking during a certain period. Errors that occur are usually mixed up work, which is caused by carelessness and limited time in working on the reservation table. Excerpts from interviews with students are as follows.

"Because students have to do a lot in the entire reservation procedure, many errors occur in processing the chart reservation"

"not careful and in a hurry"

"forgot how to do the reservation chart"

Greeting is language that is conveyed or spoken when meeting someone to show politeness and familiarity. Greeting includes greetings, transactions and offering assistance, where the standard greeting is usually determined by the company or hotel where you work. The results of the questionnaire show that the majority of students do not have problems in conveying greetings to guests. The standard greeting set is: "Good morning/afternoon, Puri Sharon Hotel, Reservation Speaking, may I assist you". Apart from greetings, the front office is also expected to be able to close conversations politely and give a good impression to the hotel. The standard for closing a conversation on Room Reservation Practices is: "We are looking forward to welcoming you at Puri Sharon Hotel". This shows the enthusiasm and anticipation of the front office staff regarding the arrival of guests in the future, as well as the role of reservation staff as forming a positive image of the Hotel in the first and last impressions.

As the first information center, reservations must be able to be proactive in asking for guest needs and detailed information about prospective guests who will be staying, as well as detailed and detailed explanations of hotel facilities and products, as well as confirming guest orders. From the results of the questionnaire, data was obtained that students did not experience too much difficulty in explaining guest facilities (24.1%), and asking for information about potential guests (20.7%), as well as repeating guests' orders (24.1%). The information obtained by the reservation officer must be detailed and valid, because this information will be distributed to several related parties, in order to properly prepare for the arrival of guests. If there are errors in inputting guest data and information, it will cause misunderstandings and have an impact on the hotel's image.
2. Factors Causing Difficulties in Room Reservation Practices

Analysis of the factors causing obstacles and difficulties in booking rooms is divided into 2 factors, namely internal factors and external factors. Internal Factors are factors that originate from the student’s condition in receiving Practical Room Reservation learning, which consists of motivation, interest, activeness, discipline. Meanwhile, external factors are factors that come from outside the student. In this research, external factors consist of the availability of modules for Room Reservation practice, facilities for practice, instructor/lecturer competency, and practice time allocation.

Table 2 Internal Factor cause difficulties in Room Reservation Practice

<table>
<thead>
<tr>
<th>No</th>
<th>Items</th>
<th>Low</th>
<th>Fair</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>R</td>
<td>P (%)</td>
<td>R</td>
</tr>
<tr>
<td>1</td>
<td>Interest</td>
<td>2</td>
<td>6,9</td>
<td>11</td>
</tr>
<tr>
<td>2</td>
<td>Motivation</td>
<td>2</td>
<td>6,9</td>
<td>11</td>
</tr>
<tr>
<td>3</td>
<td>Activeness</td>
<td>2</td>
<td>6,9</td>
<td>15</td>
</tr>
<tr>
<td>4</td>
<td>Discipline</td>
<td>1</td>
<td>3,4</td>
<td>9</td>
</tr>
<tr>
<td>5</td>
<td>Capability</td>
<td>2</td>
<td>6,9</td>
<td>15</td>
</tr>
<tr>
<td>6</td>
<td>Language</td>
<td>9</td>
<td>31,0</td>
<td>11</td>
</tr>
<tr>
<td>7</td>
<td>Confidence</td>
<td>8</td>
<td>27,6</td>
<td>10</td>
</tr>
</tbody>
</table>

From the results of the questionnaire, data was obtained that students had a high interest in practical learning about booking rooms (55.2%), while other students showed sufficient interest (37.9%). The results on the motivation factor also show the same results, namely students have high motivation (55.2%). The level of student discipline is very high (65.5%), because it is based on the awareness that discipline is very important to form good attitudes and service to guests, as well as good work performance in the Hotel Industry. Student discipline is an indicator of student awareness of their responsibilities as a front liner.

Most students showed active participation in practical learning about room reservations (51.7%). This student’s activity is not only physical, but also mental. Because by applying a good attitude and forming a good personality, the learning process can run
very well. Interaction between instructors and students can be established well, when students are actively involved in solving any problems.

Internal factors that need to be considered are increasing student capabilities, foreign language skills, and increasing self-confidence. These three things are very important in creating an effective learning atmosphere for Room Reservation Practices. and is the main capital and prerequisite in the Hotel Industry to be able to interact well with guests and colleagues. Students' self-confidence can be formed by getting used to learning the practice of booking rooms regularly and regularly, and completing assignments independently.

Apart from that, there are several external factors that cause students to experience difficulties in learning the Practice of Booking Rooms as shown in Table 3 below:

<table>
<thead>
<tr>
<th>No</th>
<th>Items</th>
<th>Responden</th>
<th>Prosentase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Learning Modul of Reservation Practice</td>
<td>6</td>
<td>20.7</td>
</tr>
<tr>
<td>2</td>
<td>Facilities</td>
<td>9</td>
<td>31.0</td>
</tr>
<tr>
<td>3</td>
<td>Instructor Competency</td>
<td>4</td>
<td>13.8</td>
</tr>
<tr>
<td>4</td>
<td>Time Allocation</td>
<td>8</td>
<td>27.6</td>
</tr>
</tbody>
</table>

From the questionnaire data above, it can be analyzed that the facilities for implementing Room Reservation Practices need to be improved (31%) the time allocation that needs to be implemented effectively and efficiently (27.6%), as well as the availability of Room Reservation Practice modules that are up to date, and have adapted to actual conditions existing in the Hotel Industry. Facilities that need to be improved are adequate space, practical facilities and infrastructure such as telephone operators, and increasing practice in booking rooms using system software (VHP, Fidelio, etc.).

3. The Students’ efforts to overcome difficulties in the practice of booking rooms

Based on the explanation regarding the identification of types of difficulties and the factors that cause students to experience difficulties in the practice of booking rooms, several efforts are needed to overcome obstacles in implementing learning activities. The need for these efforts is to optimize learning, and student achievement can be achieved according to previously set goals. The following are the results of interviews from students explaining the efforts they made to overcome difficulties.
Tabel 4. Efforts for overcoming difficulties in Room Booking Practices

<table>
<thead>
<tr>
<th>No</th>
<th>Items</th>
<th>Percentage (%)</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Re-learning</td>
<td>41.3%</td>
<td>12</td>
</tr>
<tr>
<td>2</td>
<td>Memorize conversations</td>
<td>20.6%</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Learning a foreign language</td>
<td>17.24%</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>Prepare mentally</td>
<td>13.7%</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>Others</td>
<td>6.8%</td>
<td>2</td>
</tr>
</tbody>
</table>

The majority of students stated that efforts to overcome difficulties in the practice of booking rooms were by studying the materials and procedures for booking rooms again (41.3%). Because most of the practical material contains conversations between guests and reservation officers, students try to recall conversations (20.6%). To deepen competence in these conversations, a small percentage of students try to learn a foreign language (13.7%). And the other part is by preparing mentally for Room Reservation Practice.

CONCLUSION & SUGGESTION

Conclusion

Based on the results of the research above, it can be concluded that there are obstacles or barriers to the practical learning process for booking rooms experienced by students of the Accommodation Study Program at the MAPINDO Community Academy. The difficulties experienced were: recording details of guest payment methods, assigning rooms according to the facilities requested by the guest (room allocation), setting room prices, and filling in the reservation chart.

Based on the research results, it was found that the factors causing the difficulties experienced by these students included internal factors in the form of English language skills which still needed to be improved, as well as a lack of self-confidence among students in carrying out learning in the practice of booking rooms. Meanwhile, external factors include the need to improve facilities in Room Reservation practices, as well as increasing efficiency and effectiveness in time allocation for Room Reservation practices.

To overcome these difficulties, there are several efforts made by students of the Accommodation Study Program, namely by reviewing the material and recalling the practical material for booking rooms in the form of Room Reservation conversations via telephone operators.
Suggestions

Apart from students, instructors also feel the need to make certain efforts, so that learning outcomes in the Room Reservation Practice can be met properly. Instructors have a very important role in the teaching and learning process, namely as those responsible for learning activities, in accordance with competence and professionalism. So it is felt that instructors must have several strategies to be able to overcome obstacles in learning the practice of booking rooms. The recommended efforts that can be made by instructors include: Creating a pleasant and conducive learning atmosphere, Increasing student activity in the learning process, Recognizing student characteristics, Providing assistance for students who are still experiencing difficulties, motivating students, forming good study habits. In essence, learning is a process of communication and interaction, so learning must involve active students and instructors must be able to determine effective approaches and methods to optimize the learning process, so that learning goals or outcomes can be met.

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