



Table of content

Cover	i
Inner cover	ii
Approval Sheet	iii
Statement of Originality	iv
Dedication Sheet	v
Motto	vi
Intisari	vii
Abstract	viii
Acknowledgement	ix
Table of Content	x
List of Table	xii
List of Picture	xiii
List of Appendices	xiv
Chapter 1 Introduction	1
1.1 Background of Choosing the Topic	1
1.2 Objectives of the Study	4
1.3 Scope	4
1.4 Methods of Study	4
1.5 Presentation	4
Chapter 2 Profile of PT. Kaerindo Wisata Tour & Travel Yogyakarta	6
2.1 History	6
2.1 Vision and Mission	7
2.3 Management	8
2.4 Service	9
2.4.1 Tour Package	9
2.4.2 Ticketing and Voucher Service	11
2.5 Promotion Strategy	12
2.6 Cooperation	13
Chapter 3 Standard Operational Prosedure of Managing Tour Reservation in PT. Kaerindo Wisata	16
3.1 Background Information	16



3.2 SOP of Managing Tour Reservation	18
3.2.1 Greeting the Guest and Ice breaking	18
3.2.2 Inquiring the Needs of the Guests and Offering Destinations	19
A. Ready Tour Package	19
B. Request Tour Package	21
(1) Asking the types of tour the guest need	21
(2) Contacting the provider of the tour	21
(3) Making the package price list	22
(4) Making the itinerary	23
3.2.3 Presenting the Package Details	24
3.2.4 Making a Deal with the Guest	25
3.2.5 Handling Payment	25
Chapter 4 Conclusion	27
Work Cited	29
Appendices	30