DAFTAR ISI

COVER, JUDUL ...................................................................................... i

ABSTRAK ............................................................................................................ ii

LEMBAR PENGESAHAN .................................................................................. iii

LEMBAR PERSETUJUAN ................................................................................. iv

DEDIKASI ............................................................................................................. v

PERSEMBAHAN ................................................................................................. vi

KATA PENGANTAR ......................................................................................... vii

DAFTAR ISI ....................................................................................................... viii

DARFTAR GAMBAR ........................................................................................... x

DAFTAR TABEL ................................................................................................. xi

LAMPIRAN ......................................................................................................... xii

BAB I. PENDAHULUAN

* 1. Latar Belakang Masalah .......................................................................... 1
	2. Rumusan Masalah ................................................................................... 3
	3. Tujuan Penulisan ..................................................................................... 4
	4. Manfaat Penulisan ................................................................................... 4

BAB II. RUANG LINGKUP RACHMAT TOUR & TRAVEL MANADO

* 1. Biro Perjalalanan Wisata ......................................................................... 5
	2. Pelayanan ................................................................................................ 6
	3. Reservasi ................................................................................................. 7
	4. Tiket ........................................................................................................ 7

BAB III. METODOLOGI PENULISAN

* 1. Tempat dan Waktu Penelitian ............................................................... 10
	2. Sumber Data .......................................................................................... 10
1. Data Primer ...................................................................................... 10
2. Data Sekunder .................................................................................. 10
	1. Teknik Pengumpulan Data .................................................................... 10
3. Observasi .......................................................................................... 10
4. Wawancara ........................................................................................10
5. Studi Pustaka .................................................................................... 10
	1. Teknik Analisis ..................................................................................... 11

BAB IV. HASIL DAN PEMBAHASAN

* 1. Gambaran Umum .................................................................................. 12
1. Sejarah Kantor PT Rachmat Tour & Travel .................................... 12
2. Struktur Organisasi .......................................................................... 13
3. Job Description ................................................................................ 14
4. Job Specification .............................................................................. 16
5. Produk-produk PT Rachmat Tour & Travel .................................... 18
6. *Ticketing* ..................................................................................... 18
7. *Tour and Hotel Reservation* ....................................................... 19
8. *Travel Document* ........................................................................ 20
9. Hubungan Kerjasama Antar Pihak Lion Air Dengan PT.

Rachmat Tour & Travel Manado ..................................................... 20

* 1. Pembahasan ........................................................................................... 23
1. Prosedur Pelayanan Reservasi Tiket Pesawat Domestik

Lion Air ............................................................................................ 23

1. Pengisian Data Reservasi ........................................................... 25
2. *Cancelation* ................................................................................ 28
3. *Issued Ticket* ............................................................................... 29
4. *Pre Flight Check* ........................................................................ 33
5. Hambatan Yang Sering Terjadi Dalam Bagian Reservasi

Tiket ................................................................................................. 33

1. *Void Ticket* ................................................................................. 33
2. *Double Booking* .......................................................................... 33
3. Kendala Yang Dihadapi PT. Rachmat Tour & Travel

Dalam Hal Pelayanan Reservasi Sistem Online Tiket

Pesawat Domestik Lion Air ............................................................. 34

BAB V. PENUTUP

* 1. KESIMPULAN ..................................................................................... 36
	2. SARAN ................................................................................................. 37

DARTAR PUSTAKA