**DAFTAR ISI**

Cover Judul ........................................................................................................ i

Abstrak ……………........................................................................................... ii

Lembar Pengesahan ............................................................................................ iii

Lembar Persetujuan ............................................................................................ iv

Dedikasi ............................................................................................................... v

Kata Pengantar ………………………................................................................. vi

Daftar isi ............................................................................................................. viii

Daftar Gambar .................................................................................................... ix

Lampiran …….................................................................................................... x

**BAB I : PENDAHULUAN** .......................................................................... 1

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

**BAB II : LANDASAN TEORI** ................................................................... 4

* 1. Pengertian Penanganan …………..………......................... 4
  2. Pengertian Reservasi dan kepariwisataan reservation……. 4
  3. Perjalanan ……………………………………………….... 5
  4. Pengertian Tamu dan FIT …………................................. 5
  5. Kepariwisataan …………………………………………… 5

**BAB III : METODE PENELITIAN** .............................................................. 7

* 1. Lokasi Penelitian ………….................................................. 7
  2. Teknik Pengambilan Data .................................................... 7
  3. Sumber Data …………………………………………….… 8
  4. Analisa Data ……………………………………………… 8
  5. Sistematika Penulisan …………………………………….. 8

**BAB IV : HASIL PENELITIAN DAN PEMBAHASAN** ............................ 10

* 1. Gambaran Umum …............................................................ 10

2.Visi dan Misi ………………………………………….... 13

3.Sumber Daya …………………………………………… 13

4.Job Description …………………………………………. 14

* 1. Penanganan Reservasi Perjalanan Oleh Pacto Bali ........... 15
  2. Penanganan Reservasi Perjalanan Oleh Staff Reservation. 22

**BAB V : PENUTUP** ...................................................................................... 25

* 1. Kesimpulan .......................................................................... 25
  2. Saran ..................................................................................... 25

**DAFTAR PUSTAKA** ............................................................................................. 27

**LAMPIRAN-LAMPIRAN** .................................................................................... 28