

ABSTRACT

This research deals with related modules used in the Front practicum activities on the D3 Hospitality and Culinary Art Study Program of Telkom University. A learning module is a systematically and specifically packaged medium based on a particular curriculum, material in a module designed to help students master learning goals and improve learning efficiency and effectiveness that is packaged into the smallest learning unit that can be used independently to a set goal (Jusuf and Sobari, 2021). The Front Office Practicum Module for Telkom University's D3 Hospitality and Culinary Art study programme is designed to provide students with understanding and practical skills in managing Front Office operations in the hospitality industry. This module covers the basic concepts of Front Office Department, reservations, as well as the use of hotel management software (hotel system). The learning methods used include interactive lectures, group discussions, case simulations, and hands-on practice in the Front Office D3 Hospitality and Culinary Art laboratory. This module deals with the handling of reservations as well as several practical stages and materials ranging from the rules that students need to follow in the implementation of the practice, the material handling hotel reservations, the payment of the reservations, the stages of handling reservations through the hotel system, and the evaluation parameters starting from Multiple Choice, True or False, Essay and Reservation by Phone Checklist. The course of this module is expected to help students in preparing themselves to face the challenges in the ever-changing world of the hospitality industry as well as innovations in facilitating guest booking, Check-in and Check-out, evaluation results and feedback from students and updates to the content of the module will continue to be observed to improve the quality and relevance of this practicum module.

Keywords: Praktikum modules, Reservations, Hospitality, Hotel systems.