



PEMERINTAH PROVINSI KALIMANTAN TENGAH
DINAS PENDIDIKAN

SMK NEGERI 4 SAMPIT

Jl. HM. Arsyad Km. 0,5 Telp. (0531) 21502 Sampit 74322
Website / Email : SMKN4SAMPIT@ISA.sch.id / smk.sppn@gmail.com
KABUPATEN KOTAWARINGIN TIMUR PROVINSI KALIMANTAN TENGAH

Nomor : 421.2/ **465** /14/SMKN4-SPT/IK/2023
Lampiran : -
Perihal : Surat Ijin Kunjungan Pendidikan

Kepada Yth.
Bapak/Ibu/ Direktur STIPRAM Yogyakarta
Di- Tempat

Dengan Hormat,

Dalam rangka menambah wawasan dan experience peserta didik terhadap perkembangan Pariwisata dan Perhotelan Peserta didik SMK Negeri 4 Sampit akan melakukan kegiatan Kunjungan Pendidikan dengan mengunjungi Fasilitas Pendidikan di laksanakan pada ::

Waktu : Oktober 2023

Tempat : STIPRAM Yogyakarta

Demikian Surat Permohonan ijin ini kami sampaikan, atas partisipasi Bapak/Ibu Kami ucapkan Terima kasih

Sampit, 7 September 2023
Mengetahui,
Plt. Kepala SMK Negeri 4 Sampit

Wahyu.SP
NIP. 196912122006041017



STIPRAM

Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta



Yogyakarta, 6 Oktober 2023

No : 155/SRT/A.1/STIPRAM/X/2023
Perihal : Penugasan Pembicara

SURAT TUGAS

Ketua Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta, menugaskan kepada:

Nama : Deni Dwi Ananti, M.Par.,CHE.
NIDN : 0520059003
Jabatan : Dosen Tetap

Untuk menjadi Pemateri/Pembicara pada acara Kunjungan SMK N 4 Sampit dengan tema **Well Groomed** yang akan dilaksanakan pada:

Hari/tanggal : Sabtu, 7 Oktober 2023
Waktu : 08.00 – Selesai
Tempat : Ganesha Meeting Room
Sekolah Tinggi Pariwisata Ambarrukmo Yogyakarta

Demikian surat tugas ini diberikan agar dapat dilaksanakan dengan penuh tanggung jawab.



Dr. Suhendroyono, SH.,MM.,M.Par.,CHE.,CGSP

**DAFTAR HADIR PESERTA EDUCATION TOUR AND TABLE MANNER COURSE
SMK NEGERI 4 SAMPIT
YOGYAKARTA, 7 OKTOBER 2023**

NO	NAMA	NOMOR MEJA	TTD
1	Akbar Prasetyo Purwanto	1	1 <i>Alv.</i>
2	Selviana R. Oktavia	1	2 <i>SO.</i>
3	Noor Winda Astuty	1	3 <i>WA.</i>
4	Rokayyah Faradila	1	4 <i>Rok.</i>
5	Putri Salsa Bila	1	5 <i>Put.</i>
6	Nur Rahima Salsabila	1	6 <i>Nur.</i>
7	Ernawati	3	7 <i>Ern.</i>
8	Meidian Sucianti	3	8 <i>Mei.</i>
9	Melly Mul Hikmah	3	9 <i>Mul.</i>
10	Sandy Maulana Pratama	3	10 <i>Sandy.</i>
11	Cristian Aito Catherino	3	11 <i>Aito.</i>
12	Nursan Permata Sari	3	12 <i>Nurs.</i>
13	Sheila Livie	4	13 <i>She.</i>
14	Farid	4	14 <i>Farid.</i>
15	Muhammad Ilham	4	15 <i>Muham.</i>
16	Rifqi Aulia Al Mabrury	4	16 <i>Rifqi.</i>
17	Muhammad Ilham	5	17 <i>Muham.</i>
18	Mera Bella	5	18 <i>Bella.</i>
19	Dinda Maulidya	5	19 <i>Dinda.</i>
20	Maria Fransiska Anugrah	5	20 <i>Maria.</i>
21	Winny Alvion Nita	5	21 <i>Winny.</i>
22	Rahmadani	5	22 <i>Rahma.</i>
23	Rizka Amalia Putri	6	23 <i>Rizka.</i>
24	Sabrina Az Zahra	6	24 <i>Sabrina.</i>
25	Iyan Putro Asmoro	6	25 <i>Iyan.</i>
26	Alya Ramadhani	6	26 <i>Alya.</i>
27	Elisa Agustina	7	27 <i>Elisa.</i>
28	Ahmad Syahrul Ramadhani	7	28 <i>Ahmad.</i>
29	Nur Syifa	7	29 <i>Nur.</i>
30	Duwi Siswanto	7	30 <i>Duwi.</i>
31	Irfan Amanda	7	31 <i>Irfan.</i>
32	Rusmaniah, M.Pd.I	2	32 <i>Rusma.</i>
33	Farida Yuliani, S.P.,MM	2	33 <i>Farida.</i>
34	Cica Sagita, S.Pd	2	34 <i>Cica.</i>
35	Siyam, S.Pd	2	35 <i>Siyam.</i>
36	Ria Oktaryna, S.Pd	2	36 <i>Ria.</i>



INTRODUCTION TO THE HOSPITALITY INDUSTRY

A Closer Look at the World of Hospitality

Deni Dwi Ananti

Presenter

INTRODUCTION TO THE HOSPITALITY INDUSTRY

Understanding the Basics



Vast and Diverse

Hospitality industry encompasses various sectors such as hotels, restaurants, travel, and tourism.



Customer-focused

Hospitality industry revolves around providing exceptional service and creating memorable experiences for guests.



Global Impact

The hospitality industry plays a significant role in the global economy, generating employment and promoting tourism.



THE IMPORTANCE OF GROOMING IN HOSPITALITY

Making a Lasting Impression

Professional Image

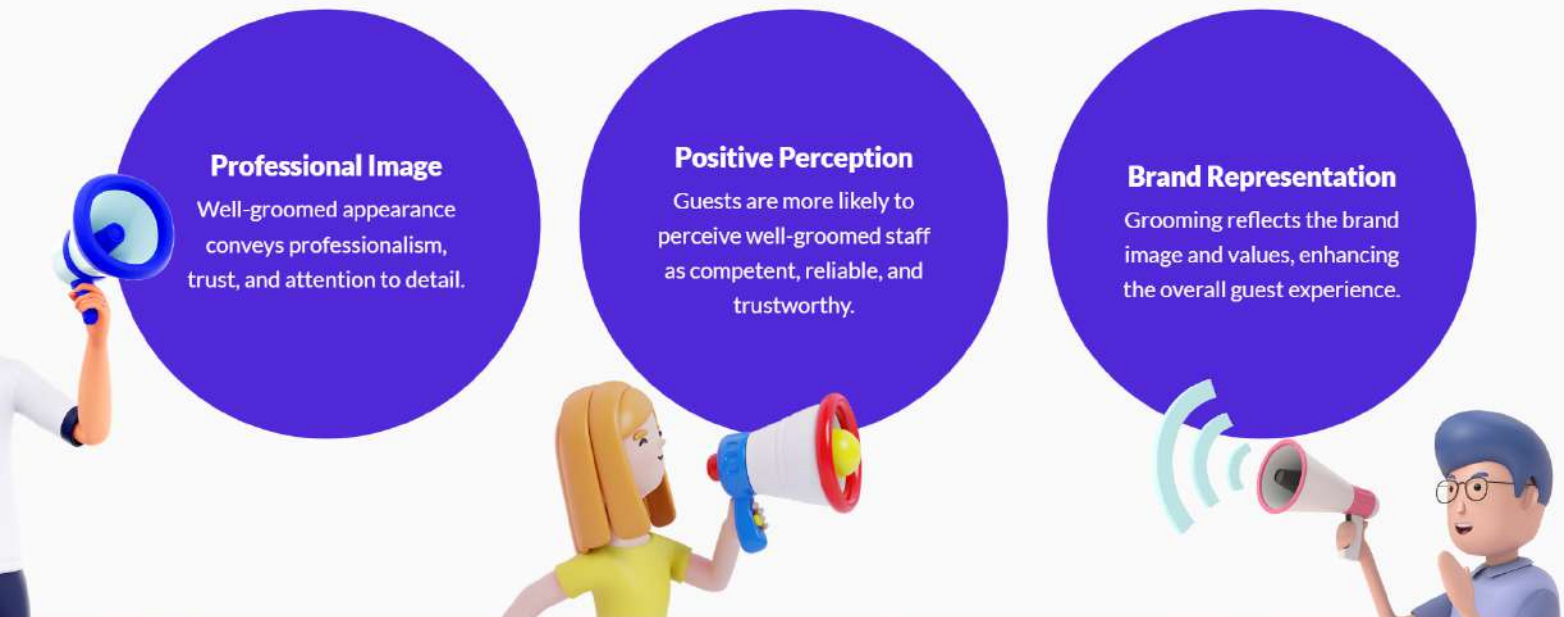
Well-groomed appearance conveys professionalism, trust, and attention to detail.

Positive Perception

Guests are more likely to perceive well-groomed staff as competent, reliable, and trustworthy.

Brand Representation

Grooming reflects the brand image and values, enhancing the overall guest experience.



KEY ELEMENTS OF A WELL-GROOMED APPEARANCE

Attention to Detail

Polished Shoes

Ensuring shoes are clean, polished, and in good condition to complete the overall professional look.

03

Personal Hygiene

Maintaining cleanliness and freshness through regular bathing, oral care, and grooming practices.

01

Neat and Clean Uniform

Wearing a well-fitted, clean, and wrinkle-free uniform that represents the brand's standards.

02



DRESS CODE STANDARDS FOR HOSPITALITY PROFESSIONALS

Maintaining a Professional Image

Uniform Guidelines

Following the prescribed uniform code, including specific attire, colors, and accessories.

Special Occasions

Dressing appropriately for special events or occasions, aligning with the brand's dress code.

Personal Grooming Standards

Adhering to grooming policies regarding hairstyles, facial hair, makeup, and jewelry.



GROOMING TIPS FOR HAIR AND MAKEUP

Enhancing the Overall Appearance

Haircare

Maintaining clean, well-groomed hair, styled in a way that is appropriate and professional.

Grooming for Men

Proper grooming for men includes well-trimmed facial hair and neat hairstyles.



Makeup

Using makeup to enhance natural features while maintaining a polished and professional look.

MAINTAINING A CLEAN AND NEAT UNIFORM

Representing the Brand

Regular Cleaning

Cleaning uniforms regularly to ensure they are fresh, stain-free, and well-maintained.



Proper Storage

Storing uniforms in a clean and organized manner to avoid wrinkles and damage.



Quick Replacements

Promptly replacing damaged or worn-out uniforms to maintain a professional appearance.



ETIQUETTE AND BODY LANGUAGE IN THE HOSPITALITY INDUSTRY

Creating a Positive Impression

Polite and Respectful

Using courteous language and displaying respectful behavior towards guests and colleagues.



Active Listening

Attentively listening to guests, acknowledging their needs, and responding appropriately.



Non-Verbal Communication

Maintaining good posture, making eye contact, and using appropriate gestures and facial expressions.



PERSONAL HYGIENE PRACTICES

Promoting Cleanliness and Well-being



Hand Hygiene

Regularly washing hands with soap and water or using hand sanitizers to prevent the spread of germs.



Oral Care

Maintaining oral hygiene by brushing teeth, using mouthwash, and practicing good dental care.



Fragrance Management

Using subtle and pleasant fragrances while avoiding overwhelming scents that may disturb others.

IMPRESSING GUESTS WITH PROFESSIONAL GROOMING

Enhancing Guest Experience

First Impressions

Creating a positive first impression through a well-groomed appearance, setting the tone for exceptional service.

01

Attention to Detail

Demonstrating attention to detail in grooming enhances the overall guest experience and satisfaction.

03



Confidence and Trust

Instilling confidence and trust in guests through a professional appearance and demeanor.

02

THE IMPACT OF WELL-GROOMED STAFF ON CUSTOMER SATISFACTION

Driving Customer Loyalty

Positive Perception

Well-groomed staff are perceived positively, leading to increased customer satisfaction.



Enhanced Service Experience

Professional grooming contributes to a more enjoyable and memorable service experience for guests.



Repeat Business

Satisfied guests are more likely to become repeat customers and recommend the establishment to others.





x

TAKE CHARGE OF YOUR GROOMING

Elevate your appearance to excel in the hospitality industry