

# 인도네시아 뚜낙 산림휴양 및 생태관광 센터 운영실무 역량 강화

최종보고서

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(주) 공 감 만 세



# 제 출 문

한국임업진흥원 귀하

본 보고서를 「인도네시아 뿌낙 산림휴양 및  
생태관광 센터 운영실무 역량 강화」 용역 과제의  
최종보고서로 제출합니다.

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## I. 룬복 산림 휴양센터 개요

### 1. 설립 경과

#### ○ 설립 배경

- 인도네시아에서 산림휴양 및 생태관광을 통한 산림자원의 활용성 증진에 대한 요구가 있어 산림협력의 범위를 해외조림 등 산림자원개발 분야에서 산림휴양으로 확대
- 수교 40주년 기념 한·인도네시아 정상회의시 「산림휴양 및 생태관광 개발 양해각서」 체결(\* 13.10)
- 인도네시아 보전지역의 산림휴양 및 생태관광 활성화 사업을 통하여 산림휴양협력 표준모델을 개발하고 아시아, 중남미 등의 국가들에게 산림복지기술을 전수하면서 협력 네트워크 확대 필요

#### ○ 설립 목적

- 산림자원 활용 및 산림휴양·생태관광을 통한 지역경제 활성화
- 산림휴양시설 사용·관리, 휴양·생태관광프로그램 운영 능력배양
- 한국의 산림휴양·복지 정책의 해외 기술전수 시범모델 개발

#### ○ 추진 일정

##### 가. 2015년도 (기본개념 이해)

- 1) 사업 내용 : 국내초청교육 2회, 인니 현지교육 1회 (교육인원 : 62명) \* 교육내용 : 산림청 산림휴양활성화 사업 내용 공유, 산림휴양·생태관광 기본개념 이해
- 2) 주요 성과
  - 지역주민 대상 환경보전에 대한 인식 개선 및 산림휴양

및 생태관광 활성화에 대한 공감대 형성

- 산림휴양 및 생태관광 기본개념 이해 및 국내 우수사례 공유 \* 교육만족도 : 94점(100점 만점)

### 3) 모니터링

- 단기간(5일)에 많은 지역 견학으로 이동시간이 많음
- 다양한 교육대상에 대해 동일 과정 운영으로 교육효과 낮음

### 4) 환 류

- 방문개소를 축소하고 방문기관의 프로그램 기획, 운영 등 심층적인 벤치마킹 등에 중점
- 교육대상자를 일반과정, 지도자과정으로 구분하여 교육효과 극대화

## 나. 2016년도 (운영기반 구축)

### 1) 사업 내용

- 국내초청교육 1회, 인니 현지교육 2회 (교육인원 : 65명)  
\* 교육내용 : 지역중심의 산림휴양 활성화를 위한 지역주민자치기구 역량강화 기초교육
- 교육프로그램 기획('16-'18) : 대상 및 수준별 커리큘럼 개발
- 활용 가능한 해당지역의 산림휴양 및 생태관광 자원 조사

### 2) 주요 성과

- 지역주민자치기구 구성 및 활동 시작
- 톱북 지역 내 산림휴양 및 생태관광 분야별 전문가 네트워크 구축
- 지역주민이 스토리텔링, 콘텐츠 개발 등 입체적 준비의 필요성 인식 \* 교육만족도 : 92점(100점 만점)

### 3) 환 류

- 인니 환경산림부 외 지방정부, NGO, 대학 등과 협업하여 교육범위 확대
- 지역주민 지원을 위한 지원제도, 규제, 관리 분야 벤치마

## 킹을 위한 행정역량 강화과정 필요

### 다. 2017년도 (실무역량 강화)

#### 1) 사업 내용

- 국내초청교육 1회, 인니 현지교육 2회 (교육인원 : 51명)
- \* 교육내용 : 지역주민자치기구 운영 주체 양성 및 프로그램 운영 실무
- 뚜낙 산림휴양 및 생태관광센터 운영계획 수립

#### 2) 주요 성과

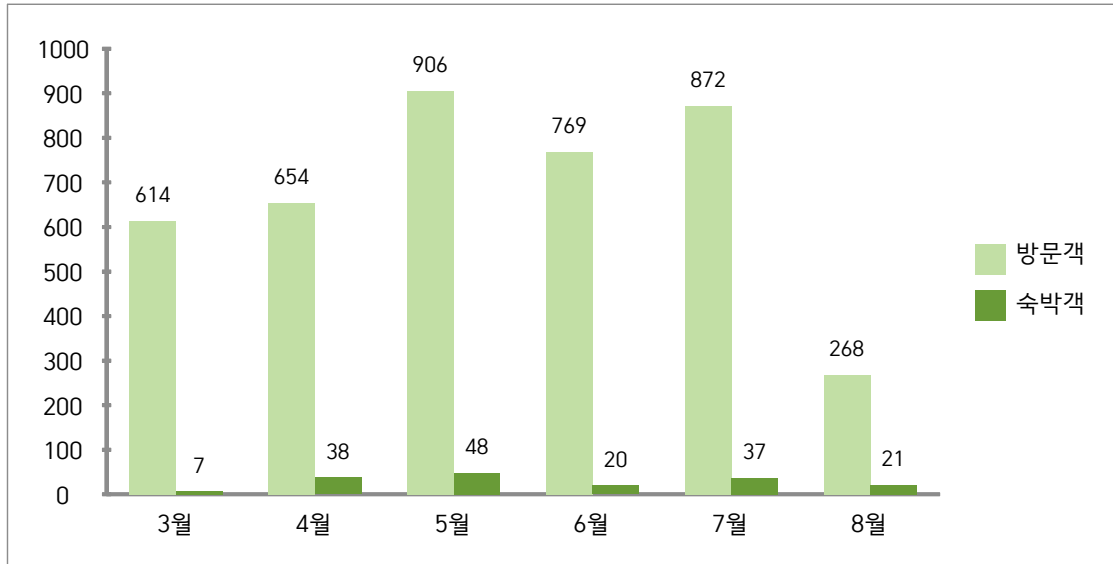
- 지속가능한 뚜낙 산림휴양 및 생태관광센터 운영 전략 수립
- 지역주민 소득 확대를 위한 산림휴양·생태관광 콘텐츠 발굴 및 운영 시나리오 개발
- 롬복 지역 내 산림휴양 및 생태관광 분야의 거버넌스 형성에 필요한 분야별 협력 네트워크 구축
- 국내외 여행기업 및 인도네시아 환경산림부, 지방정부, NTB주 자연보전소(BKSDA)과의 부처간 협력관계 강화

#### 3) 환 류

- 안정적 운영을 위한 지속적인 역량 개발 필요
- 민간주도 산림휴양 및 생태관광 운영으로 모객 요소 확보

## 2. 운영 현황

- 뚜낙숲센터의 방문객 수는 3월 614명, 4월 38명, 5월 48명, 6월 20명, 7월 37명, 8월 21명임.



- 표를 삽입하면 공간이 부족하고 이미지를 삽입하면 화질이 떨어짐
- 3월부터 9월까지의 뚜낙숲센터 숙소 이용객은 총 171명임.
- 외국인 보다 내국인의 이용수가 더 높으며 Jawa섬의 4-50대 여성이 가장 많음.

TNP GUEST(ACCOMMODATION) / 2018 MAR-SEP														
SEX	MALE							FEMALE						
AGE	0-10	10-20	20-30	30-40	40-50	50-60	60+	0-10	10-20	20-30	30-40	40-50	50-60	60+
LOCAL	Jawa			2	25	3					16	27		
	Bali													
	Lombok			1	3	3				2				
	Sumbawa													
	Sumbawa													
	Ende													
FOREIGNER	Philippines													
	Laos													
	Malaysia													
	Vietnam													
	Korea					8					7			
	Japan													
	China		2		2	6			3		3	5		
	America													
	France													
	Denmark										1			
TOTAL		171												

## II. 롬복 지역 현황

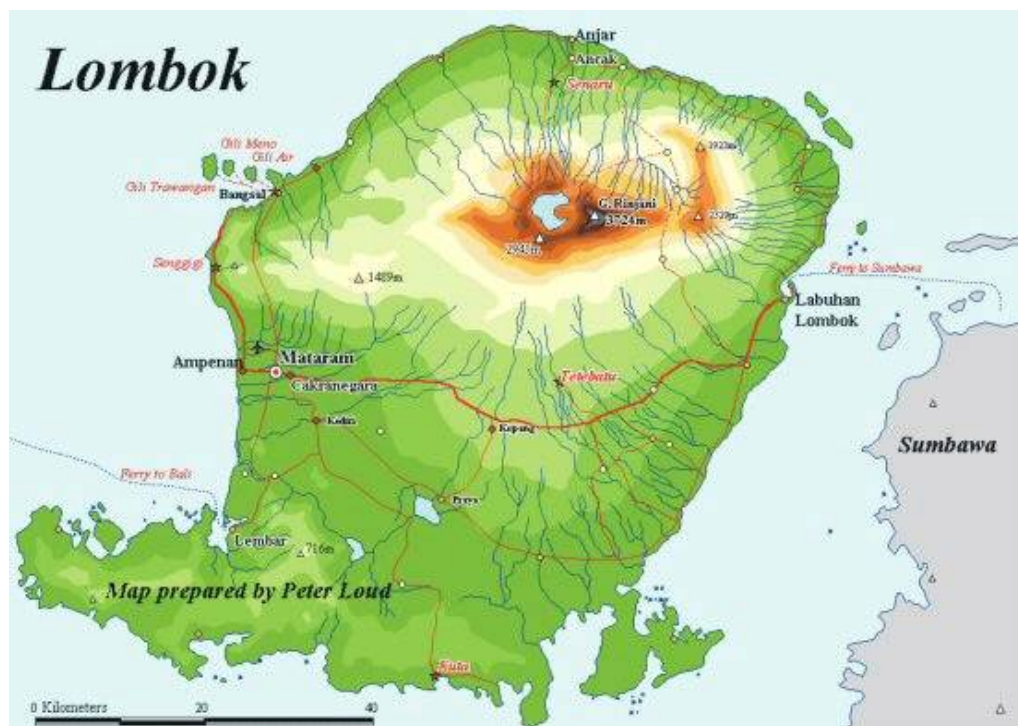
### 1. 위치 및 면적

#### ○ 위치

- 롬복 섬(인도네시아어: Pulau Lombok)은 인도네시아 누사틑가라바랏 주의 섬. 인도네시아 중앙부 소(小)순다 열도의 서쪽에 발리 섬과 수바와 섬 사이에 위치해있음. 롬복 섬 동쪽으로는 롬복 해협을 끼고 발리 섬이, 서쪽으로는 알라스 해협을 끼고 수바와 섬이 위치함.

#### ○ 면적

- 롬복 섬의 면적은 발리 섬(5,780km<sup>2</sup>)보다 약간 작은 4,725km<sup>2</sup>로 제주도의 2.5배임.



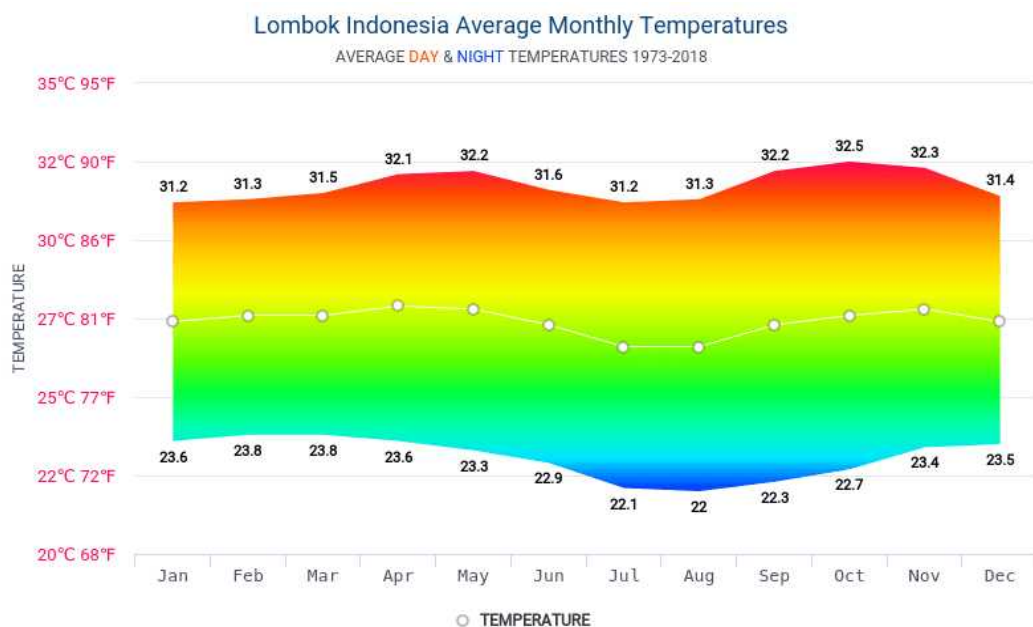
### 2. 인구

- 롬복 섬의 인구는 2014년도 기준 약 335만 명임.

Name	Population 2010 Census	Population 2014 Census	Capital
Mataram City	402,296	441,064	Mataram
North Lombok Regency (Lombok Utara)	199,904	210,133	Tanjung
West Lombok Regency (Lombok Barat)	599,609	644,586	Gerung
Central Lombok Regency (Lombok Tengah)	859,309	903,432	Praya
East Lombok Regency (Lombok Timur)	1,105,671	1,153,773	Selong
<b>Totals</b>	<b>3,166,789</b>	<b>3,352,988</b>	

### 3. 기후

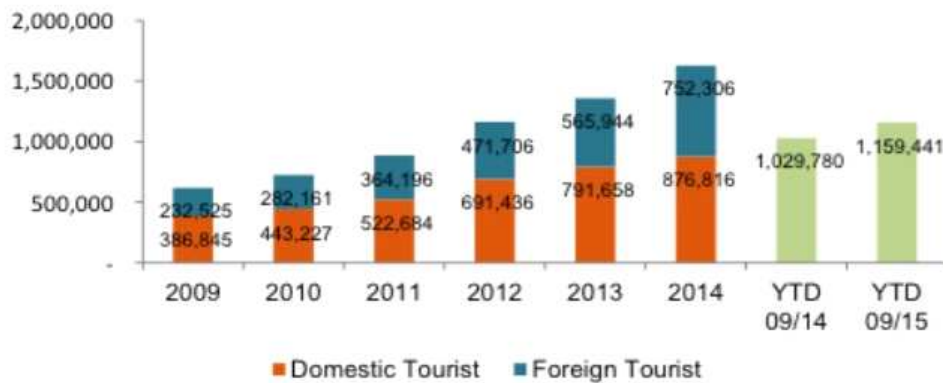
- 열대 몬순기후인 롬복의 해변지대는 일평균 기온이 27℃~32℃ 이고, 내륙은 29℃~34℃ 이며, 오전 6:20에 해가 떠서 오후 6:30까지 12시간 정도 낮이 지속됨.
- 롬복의 계절은 크게 건기와 우기로 나눌 수 있는데 6월에서 10월까지가 건기이며, 11월에서 5월까지가 우기에 속함.



#### 4. 산업

- 롬복의 주요 산업은 관광과 농업임.
- 전과류, 커피, 양파, 후추, 담배 등이 주요 농업 수출 제품임.
- 지난 10년간 롬복 관광객 수는 2004년 40만 명 이하에서 2014년에는 160만 명으로 증가함.

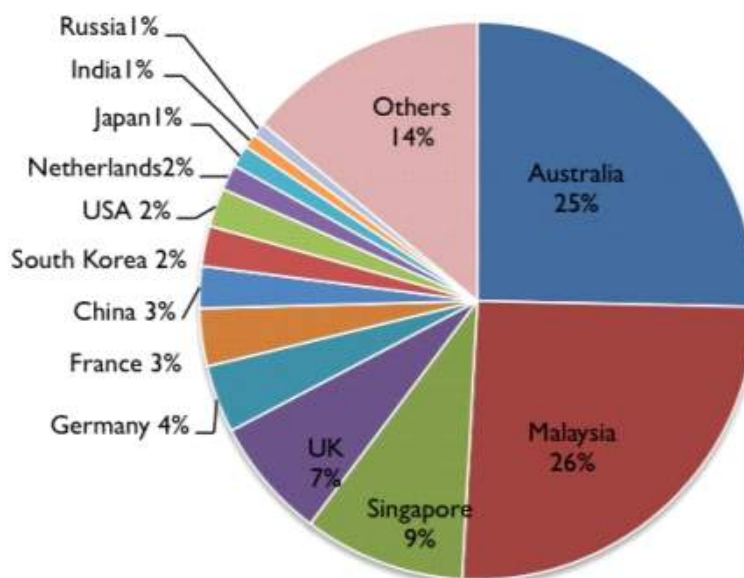
**Arrivals by Air & Sea, 2009 - 2014**



Source: BPS Indonesia

- 롬복을 방문하는 관광객들의 출신이 다양해지고 있음.

**Nationality of Arrivals to Lombok International Airport, 2014**



## 5. 종교

- 힌두교, 이슬람교, 토착신앙 등 다채로운 종교가 공존함.
- 힌두교, 이슬람교, 애니미즘을 혼합한 종교인 웨뚜 켈루(WEKTU TELU)가 존재함.
- 롬복 전체 인구의 80% 가량이 이슬람을 믿음.
- 라마단이라는 가장 큰 종교행사가 있음.

Population by Region and Religion in Indonesia

Province	Religion									Unit: people
	Moslem	Christian	Catholic	Hindu	Buddhist	Khong Hu Chu	Other	Not Stated	Not Asked	Total
11 Aceh	4 413 244	50 309	3 315	136	7 062	36	277	1	20 030	4 494 410
12 Sumatera Utara	8 579 830	3 509 700	516 037	14 644	303 548	984	5 088	1 760	50 613	12 982 204
13 Sumatera Barat	4 721 924	69 253	40 428	234	3 419	70	493	1 930	9 158	4 846 909
14 Riau	4 872 873	484 895	44 183	1 076	114 332	3 755	2 088	517	14 648	5 538 367
15 Jambi	2 950 195	82 311	13 250	582	30 014	1 491	303	313	13 806	3 092 265
16 Sumatera Selatan	7 218 951	72 235	42 436	39 206	59 655	663	164	1 928	15 156	7 450 394
17 Bengkulu	1 669 081	28 724	6 364	3 727	2 173	41	130	1 538	3 740	1 715 518
18 Lampung	7 264 783	115 255	69 014	113 512	24 122	596	664	3 442	17 017	7 608 405
19 Kep. Bangka Belitung	1 088 791	22 053	14 738	1 040	51 882	39 790	323	862	3 817	1 223 296
21 Kepulauan Riau	1 332 201	187 576	38 252	1 541	111 730	3 389	198	620	3 656	1 679 163
31 DKI Jakarta	8 200 796	724 232	303 295	20 364	317 527	5 334	2 410	3 133	30 696	9 607 787
32 Jawa Barat	41 763 592	779 272	250 875	19 481	93 551	14 723	5 657	66 868	59 713	43 053 732
33 Jawa Tengah	31 328 341	572 517	317 919	17 448	53 009	2 995	5 657	7	84 764	32 382 657
34 DI Yogyakarta	3 179 129	94 268	165 749	5 257	3 542	159	506	4 557	4 324	3 457 491
35 Jawa Timur	36 113 396	638 467	234 204	112 177	60 760	6 166	2 042	45 010	264 535	37 476 757
36 Banten	10 065 783	268 890	115 865	8 189	131 222	3 232	11 722	16	27 247	10 632 166
51 Bali	520 244	64 454	31 397	3 247 283	21 156	427	282	1	5 513	3 890 757
52 Nusa Tenggara Barat	4 341 284	13 862	8 894	118 083	14 625	139	40	30	3 255	4 500 212
53 Nusa Tenggara Timur	423 925	1 627 157	2 535 937	5 210	318	91	81 129	247	9 813	4 683 827
61 Kalimantan Barat	2 603 318	500 254	1 008 368	2 708	237 741	29 737	2 907	671	10 279	4 395 983
62 Kalimantan Tengah	1 643 715	353 353	58 279	11 149	2 301	414	138 419	220	4 239	2 212 089
63 Kalimantan Selatan	3 505 846	47 974	16 045	16 064	11 675	236	16 465	3	12 308	3 626 616
64 Kalimantan Timur	3 033 705	337 380	138 629	7 657	16 356	1 080	849	1 951	15 536	3 553 143
71 Sulawesi Utara	701 699	1 444 141	99 980	13 133	3 076	511	1 363	83	6 610	2 270 596
72 Sulawesi Tengah	2 047 959	447 475	21 638	99 579	3 951	141	2 575	638	11 053	2 635 009
73 Sulawesi Selatan	7 200 938	612 751	124 255	58 393	19 867	367	4 731	728	12 746	8 034 776
74 Sulawesi Tenggara	2 126 126	41 131	12 880	45 441	978	48	8	1 471	4 503	2 232 586
75 Gorontalo	1 017 396	16 559	761	3 612	934	11	18	205	668	1 040 164
76 Sulawesi Barat	957 735	164 667	11 871	16 042	326	35	6 535	383	1 057	1 158 651
81 Maluku	776 130	634 841	103 629	5 669	259	117	6 278	0	6 583	1 533 506
82 Maluku Utara	771 110	258 471	5 378	200	90	212	122	87	2 417	1 038 087
91 Papua Barat	292 026	408 841	53 463	859	601	25	0	341	4 266	760 422
94 Papua	450 096	1 855 245	500 545	2 420	1 452	76	174	21	23 352	2 833 381
Indonesia	207 176 162	16 528 513	6 907 873	4 012 116	1 703 254	117 091	299 617	139 582	757 118	237 641 326

## 6. 문화

- 롬복의 대다수 문화는 롬복 인구 90퍼센트에 해당하는 사삭(Sasak)부족에서 탄생함.

○ NyomgkolanNyogkolan (결혼식 파티)

- 롬복의 결혼식 문화에서 행렬 의식과 사회의식이 등장함.
- 여자가 가출하여 남자의 집에 가서 결혼을 하게 되는데, 여자의 가족이 결혼 생활에 동의하지 않더라도 집으로 돌아가지 않는 것이 원칙이며 행렬은 끊어지지 않고 마지막 단계까지 이어져야 한다는 것임.
- 이 행렬은 결혼식을 축하하고 여자를 남자의 집으로 데려가 새로운 가족을 만나게 하는 것이 목적임.



○ Gendang Beleq / Big Drum (롬복 전통 음악)

- Gendang Beleq은 롬복에서 가장 유명한 전통 무용 중 하나임.
- 과거에는 이 춤이 전쟁터에 갔던 병사들에게 작별 인사를 하고, 돌아 왔을 때 그 군인들을 환영하기 위해 공연되었지만 요즘에는 중요한 방문객을 환영하기 위해 공연함.



### ○ Male'an Sampi Festival (소 경주 축제)

- Male'an Sampi 축제는 다른 축제와는 다르게 남성 전용 축제임.
- Male'an Sampi 이름은 Sasak부족의 언어로, "Male'an"이란 단어는 '추격하다'를 의미하고, 'Sampi'는 'Cow'를 의미함.



### ○ Presean (라탄 스틱과의 싸움)

- 과거 롬복 왕국의 병사들이 전쟁에서 승리하고 가뭄에 비를

내리게 해달라는 제사 의식이었음.

- 이 싸움은 등나무 막대기와 벼팔로 가죽 장갑으로 무장한 두 사람이 힘을 겨루는 전투임.



○ Bau Nyale Festival (바다지렁이 축제)

- 롬복의 가장 중요하고 인기 있는 축제 중 하나로 다양한 색상의 바다지렁이를 잡는 축제임.

- 이 축제의 주인공인 전설 속 공주의 몸이 바다지렁이로 변형되어 사삭 부족인들의 전통 상징이 됨.



### Ⅲ. 과업 개요

#### 1. 목적

- 인니 현지의 생태관광 기관 또는 마을에서 프로그램 체험, 교육 및 실습을 통해 센터 운영 및 관광 프로그램 실무 역량 배양
- 지역사회 소득 창출을 위한 생태관광 구성 및 국내외 생태관광 전문가를 활용하여 생태관광 운영 능력 고도화

#### 2. 추진 일정

구 분	5	6	7	8	9	10
한국임업진흥원-공감만세 용역 계약 체결	■					
(팸투어) 산림휴양 및 생태관광 프로그램 개발			■			
중간보고				■		
산림휴양 및 생태관광 선진지 견학 및 벤치마킹					■	
최종결과보고서 제출						■

#### 3. 추진 방법

##### ☐ (팸투어) 산림휴양 및 생태관광 프로그램 개발

- 목적 : 지역사회 소득 창출을 위한 생태관광 구성 및 국내외 생태관광 전문가를 활용하여 생태관광 운영 능력 고도화
- 내용 : 팸투어를 통한 운영 프로그램 개발 및 운영 시나리오(매뉴얼) 구체화
- 대상 : 전문가 및 인도네시아 현지 관광객
- 인원 : 15명 내외
- 시기 및 장소 : 7월, 인도네시아 롬복 뚜낙숲센터 일대

□ **산림휴양 및 생태관광 현지 관련 사업체 견학 및 벤치마킹**

- 목적 : 인니 현지의 생태관광 기관 또는 마을에서 프로그램 체험, 교육 및 실습을 통해 센터 운영 및 관광 프로그램 실무 역량 배양
- 대상 : 뚜낙쑤센터 시설관리 및 프로그램 담당자, BKSDA공무원
- 인원 : 15명 내외
- 시기 및 장소 : 9월, 인도네시아 Lombok 및 Gili Ashan 일대
- 교육내용 :

구분	세부 내용
조직관리 및 회계 등	인력 관리, 회계 관련 업무
마케팅	고객 타겟팅, 홍보, 이벤트, 고객관리, SNS활용 방안
운영	홈페이지 관리, 예약 및 환불 규정, 프론트 및 객실 관리, 식음료 관리

## Ⅳ. 팸투어 및 교육

### 1. 추진 일정

사업	구분	대 상 국	참가인원	기 간	프로그램
(팸투어) 관광 프로그램 개발	① 현지학생	인도네시아	11명	7월 2일	당일치기
	② 프랑스 부부	프랑스	2명	7월 3일 ~ 4일	1박 2일
	③ 전문가	인도네시아, 필리핀	2명	7월 2일 ~ 4일	전 일정 모니터링
공감만세 여행	대한민국, 필리핀 관광객	대한민국, 필리핀	3명	7월 6일 ~ 8일	2박 3일
	대한민국	대한민국	4명	9월 25일 ~ 27일	2박 3일
	대한민국	대한민국	2명	11월 중	협의중

#### ○ 인도네시아 대학생 팸투어

일시	시간	내용
7월 2일 (당일코스)	09:30	- 인도네시아 대학생 참가자 뚜낙숲센터 도착 : 대절 버스 이용 - 오리엔테이션 : 숲센터 총괄매니저 진행
	10:00 12:30	- 나비관찰 프로그램 - 캠핑장 탐방 - 사슴먹이주기 프로그램 - 전통 허브 소개 및 전통 차 만들기 프로그램
	12:30 13:30	- 중식 : 숲센터 레스토랑 뷔페
	13:30 14:00	- 뚜낙숲센터→Bale Sayak 해변 이동 : 대절 버스 이용
	14:00 15:30	- Bale Sayak 해변 구경 - 절벽 구경 - 언덕 트레킹 체험 - 포토타임
	15:30 16:00	- Bale Sayak 해변→뚜낙숲센터 이동 : 대절 버스 이용
	16:00	- 설문조사 및 평가회의

	17:00	
	17:00	- 인도네시아 대학생 참가자 해산 : 대절 버스 이용

○ 활동사진



오리엔테이션



나비관찰장 입장



전통 차 만들기 프로그램



설문조사 및 평가회의

○ 외국인 팸투어

일시	시간	내용
7월 3일 (1박 2일)	10:00	- 참가자 뚜낙숲센터 도착 : 대절 차량 이용 - 오리엔테이션 : 숲센터 총괄매니저 진행
	10:30 12:30	- 전통 허브 소개 - 나비관찰 프로그램 - 사슴먹이주기 프로그램
	12:30 13:30	- 중식 : 숲센터 레스토랑 - 레스토랑 서비스 및 메뉴 확인
	13:30 14:00	- 숙소 시설 확인
	14:00 18:00	- 자유시간 및 자유구경
	18:00	- 석식 : 숲센터 레스토랑
	19:00	- 휴식 및 취침
7월 4일 (1박 2일)	08:30	- 조식 : 숲센터 레스토랑
	09:30 10:00	- 뚜낙숲센터→Bale Sayak 해변 이동 : 대절 버스 이용
	10:00 11:30	- Bale Sayak 해변 구경 - 절벽 구경 - 언덕 트레킹 체험 - 포토타임
	11:30 12:00	- Bale Sayak 해변→뚜낙숲센터 이동 : 대절 버스 이용
	12:00 13:30	- 중식 : 숲센터 레스토랑
	13:30 14:30	- 설문조사 및 평가회의
	14:30 15:30	- 팸투어 전체 평가회의 with BKSDA
	15:30	- 참가자 해산 : 대절 차량 이용

○ 활동사진



나비관찰 프로그램



사슴 먹이주기 프로그램



해변 구경 및 트레킹



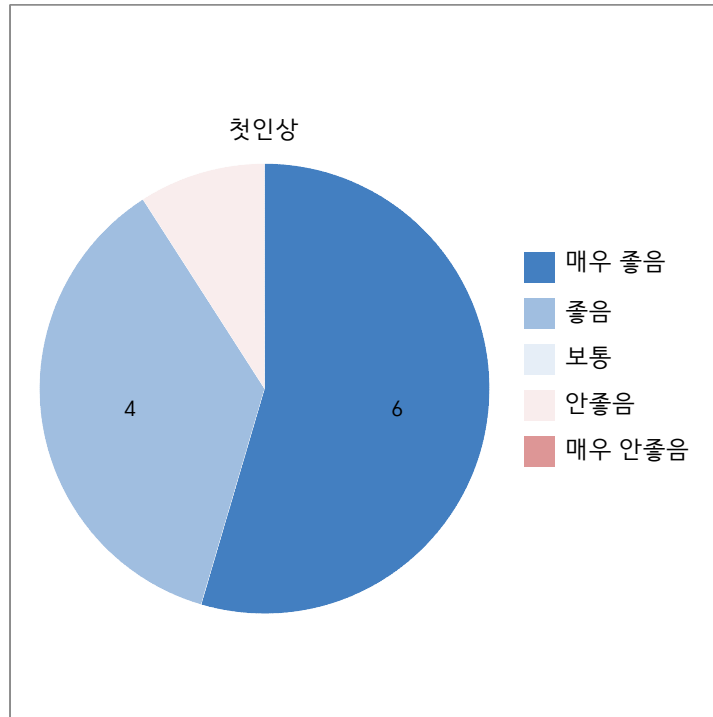
설문조사 및 평가회의

## 2. 전문가 및 참가자 피드백

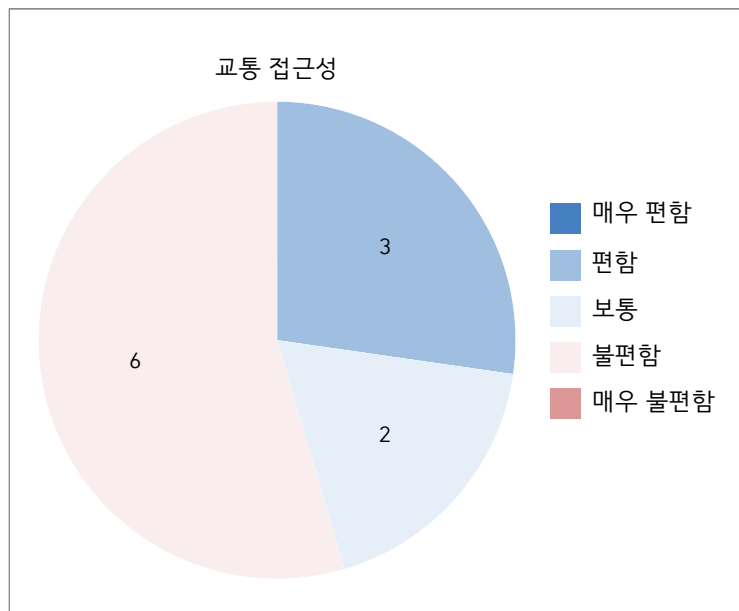
### ○ 인도네시아 대학생 만족도 조사

11명 중 11명 응답

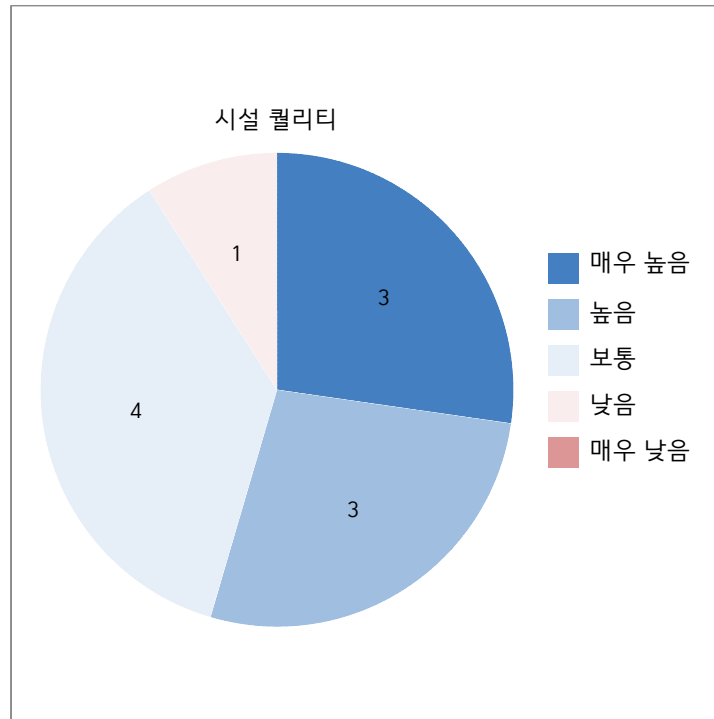
#### 1. 뚜낙숲센터의 첫인상은?



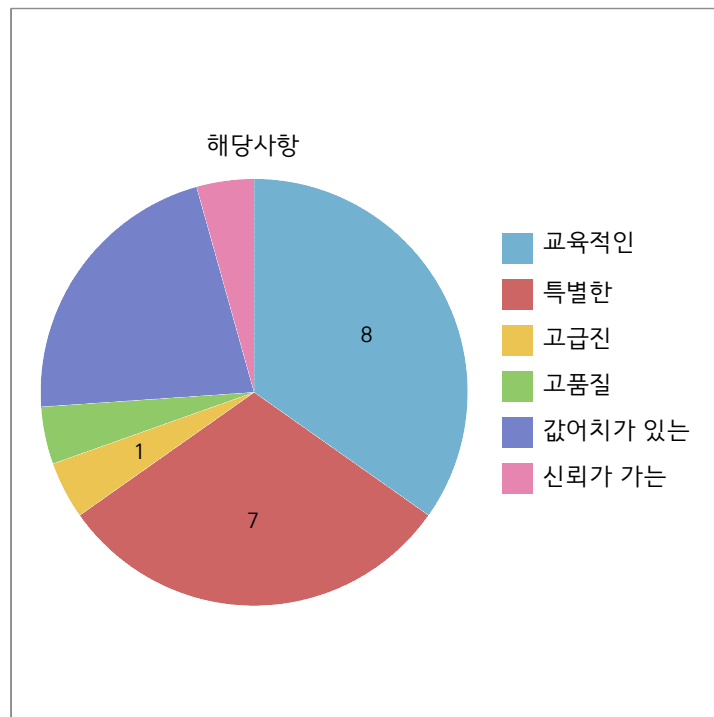
#### 2. 뚜낙숲센터 방문을 위한 교통 접근성은?



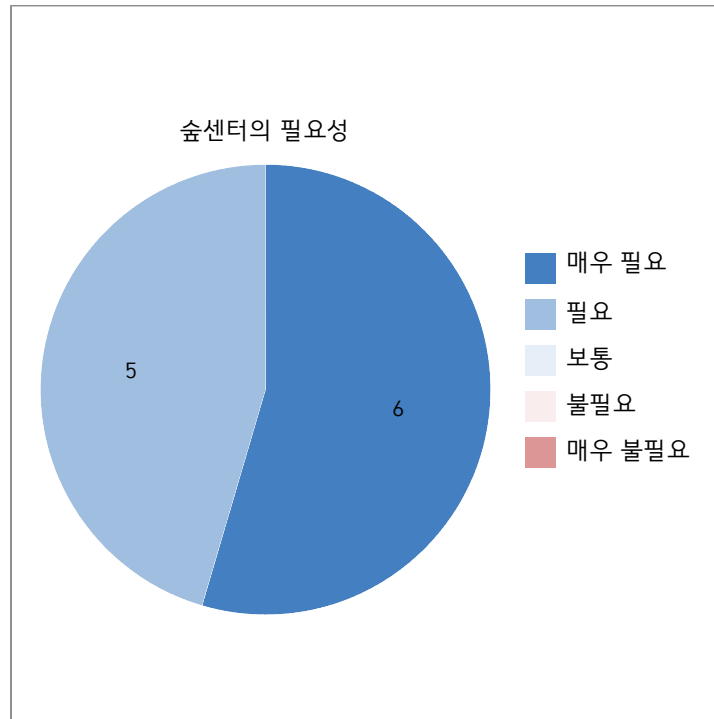
### 3. 두낙숲센터의 시설 퀄리티는?



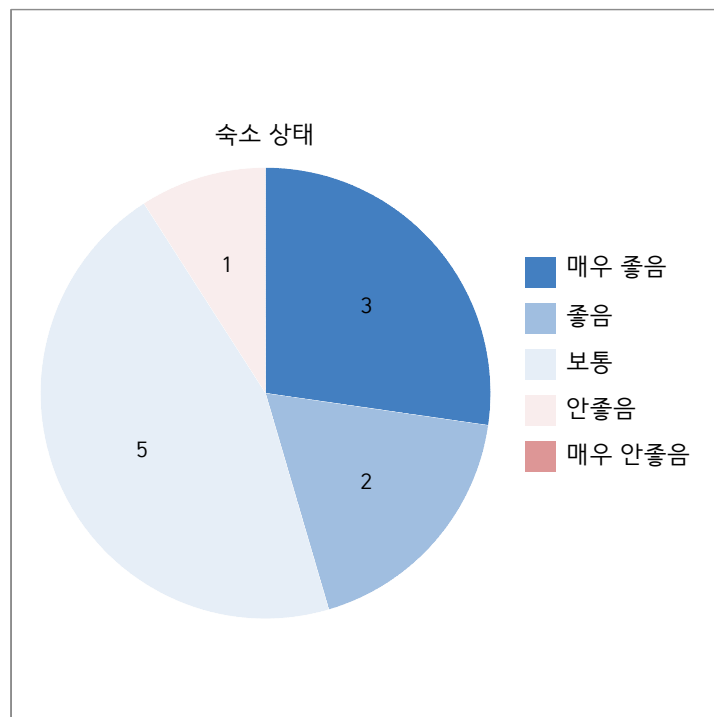
### 4. 두낙숲센터에 해당하는 단어들을 골라주세요.(복수선택 가능)



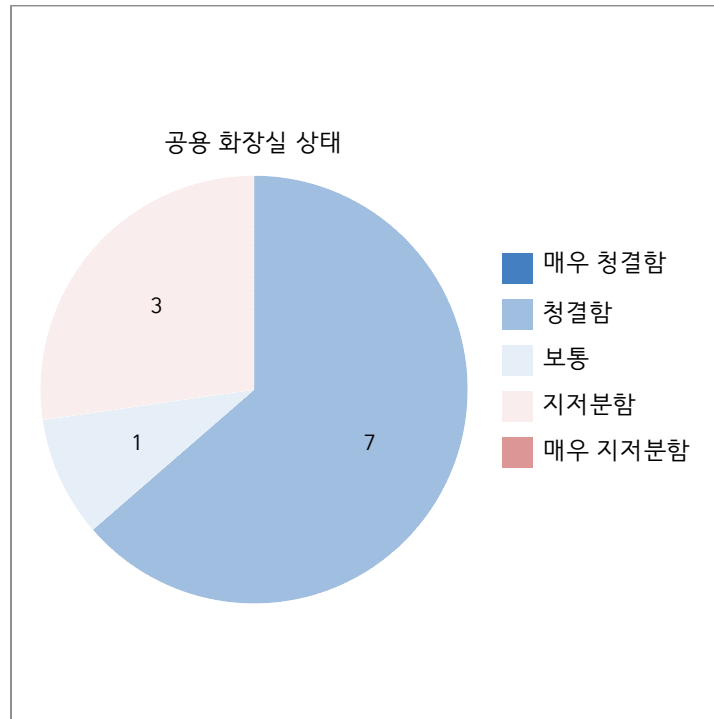
## 5. 푸낙숲센터의 필요성은?



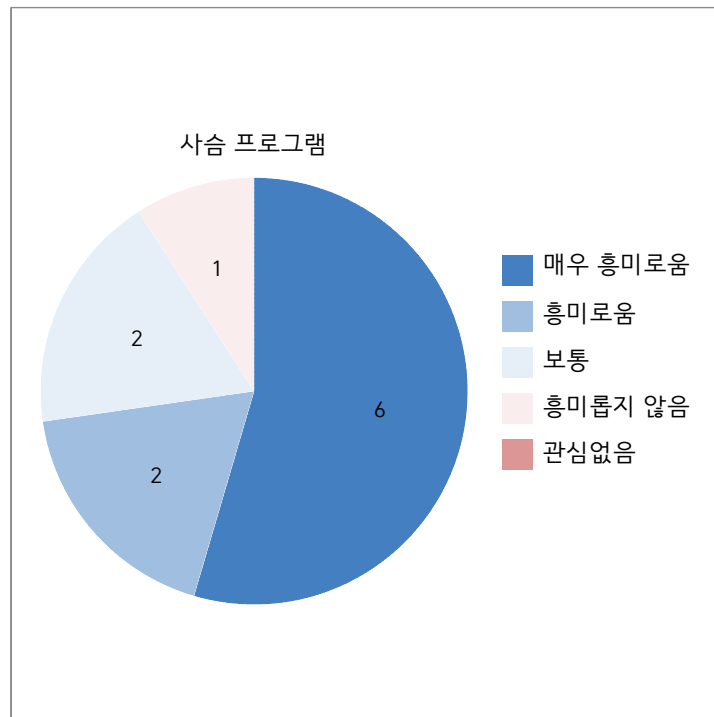
## 6. 푸낙숲센터의 숙소 상태는?



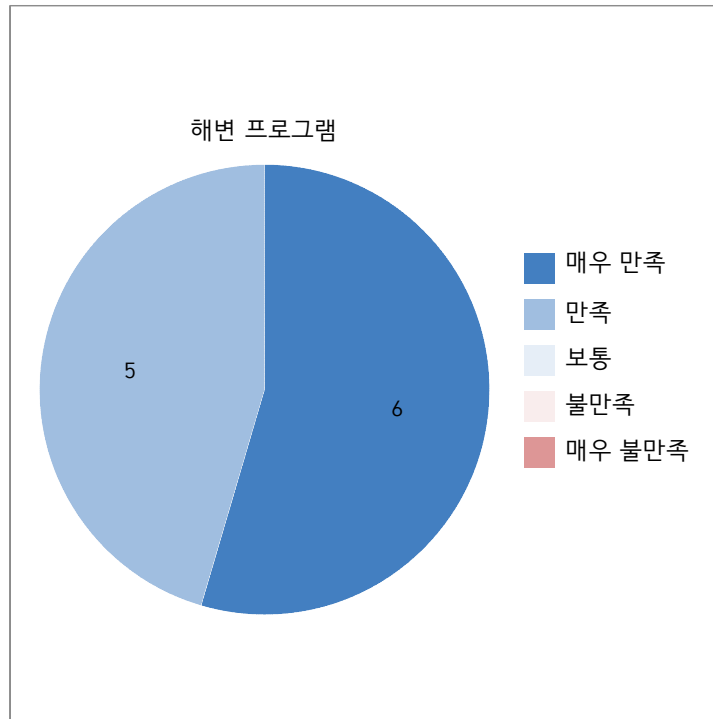
7. 두낙숲센터 내 공용 화장실 상태는?



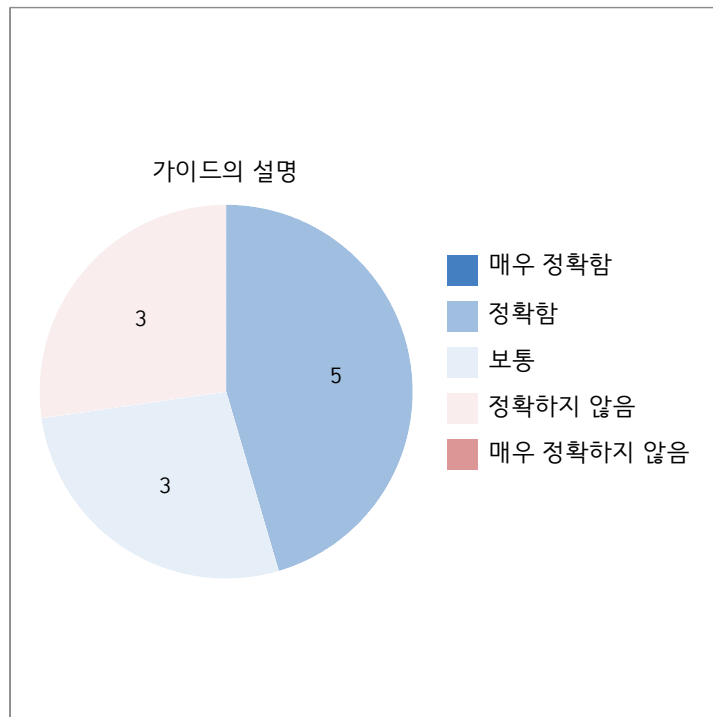
8. 사슴 프로그램(관찰 및 먹이주기)은?



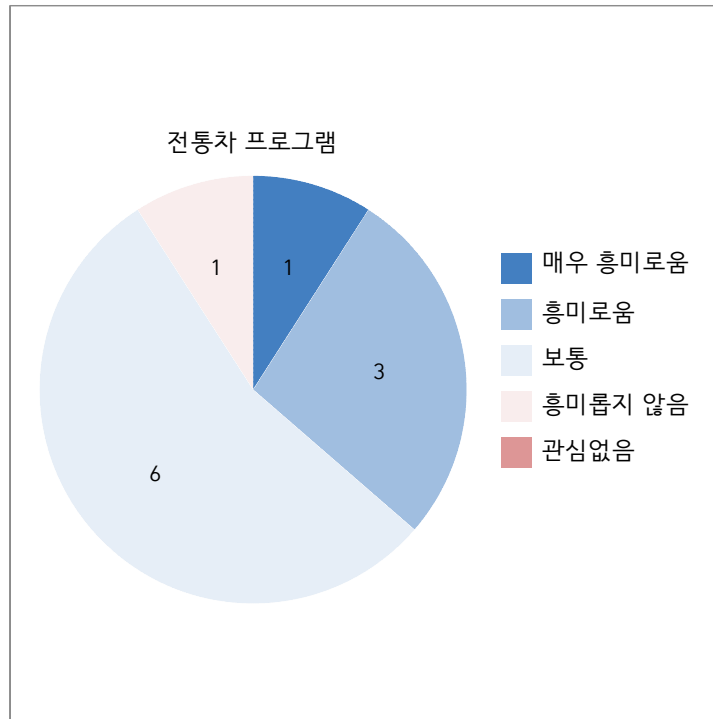
9. 해변 프로그램(경관구경 및 트레킹)은?



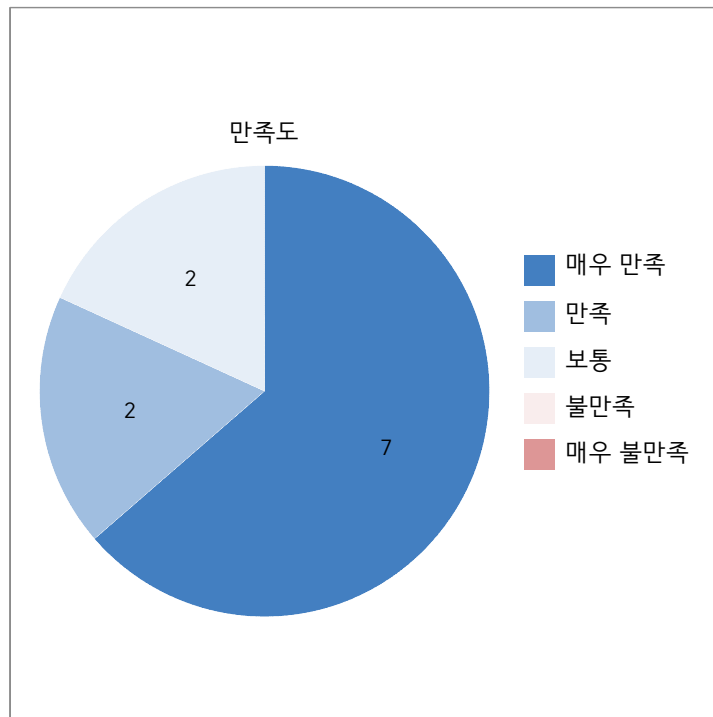
10. 나비프로그램(나비소개 및 관찰)을 소개한 가이드의 설명은?



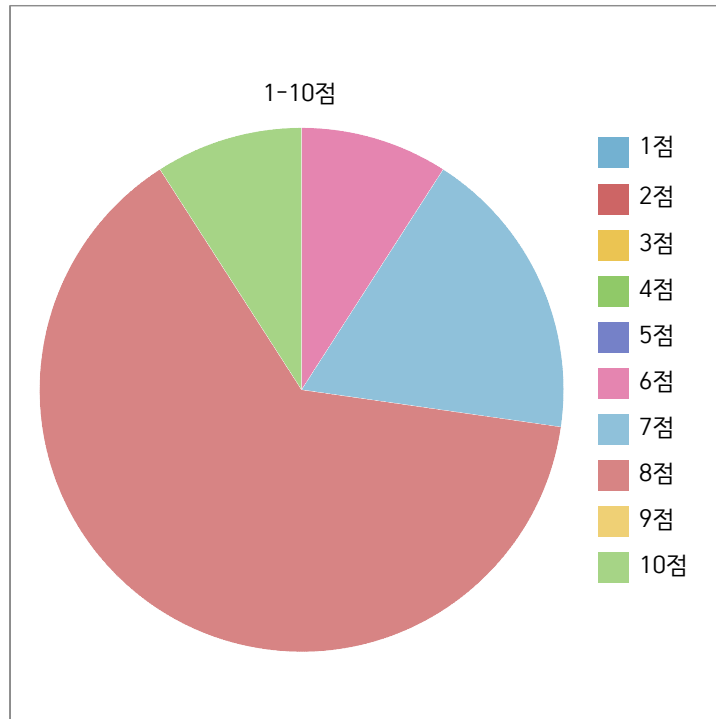
### 11. 전통 차 만들기 프로그램은?



### 12. 푸낙숲센터에 대한 전반적인 만족도는?



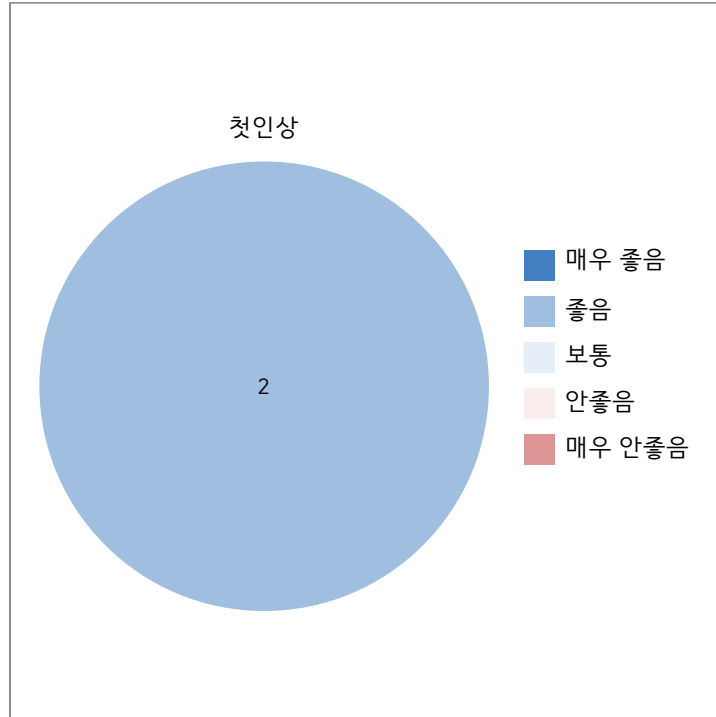
13. 뚜낙숲센터를 친구에게 추천한다면 10점 만점에 몇 점?



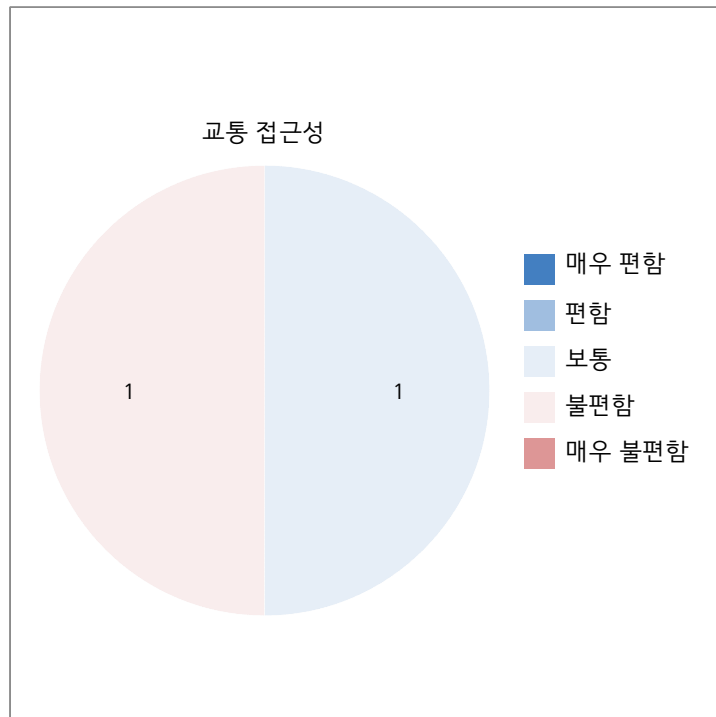
○ 외국인 만족도 조사

2명 중 2명 응답

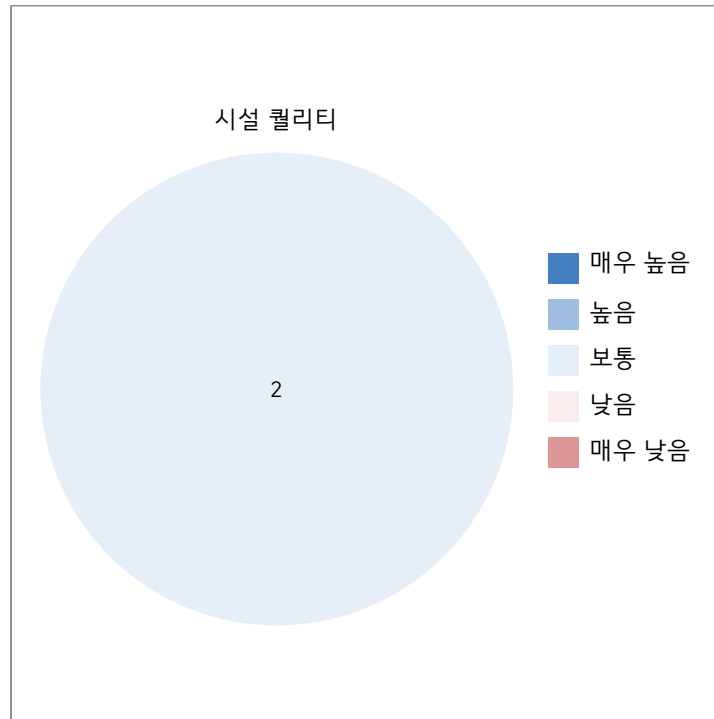
1. 뚜낙숲센터의 첫인상은?



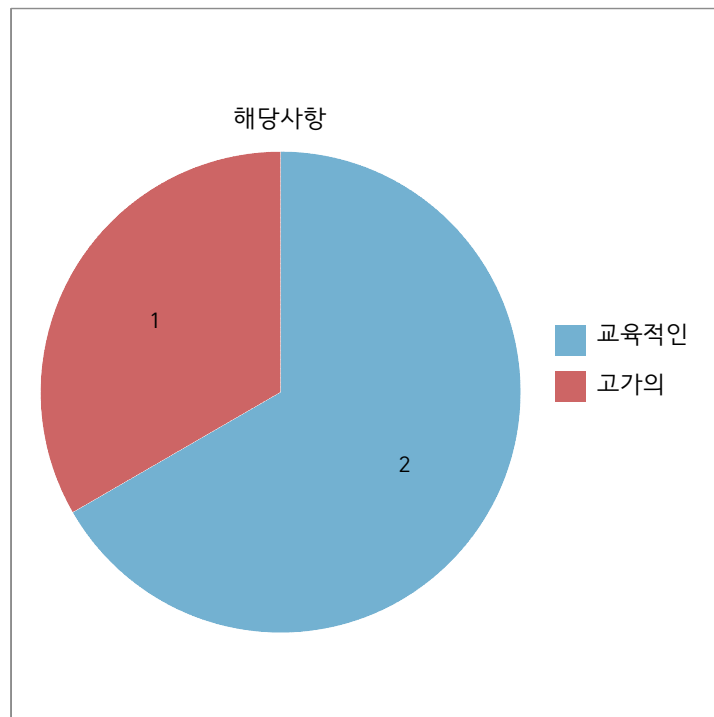
2. 뚜낙숲센터 방문을 위한 교통 접근성은?



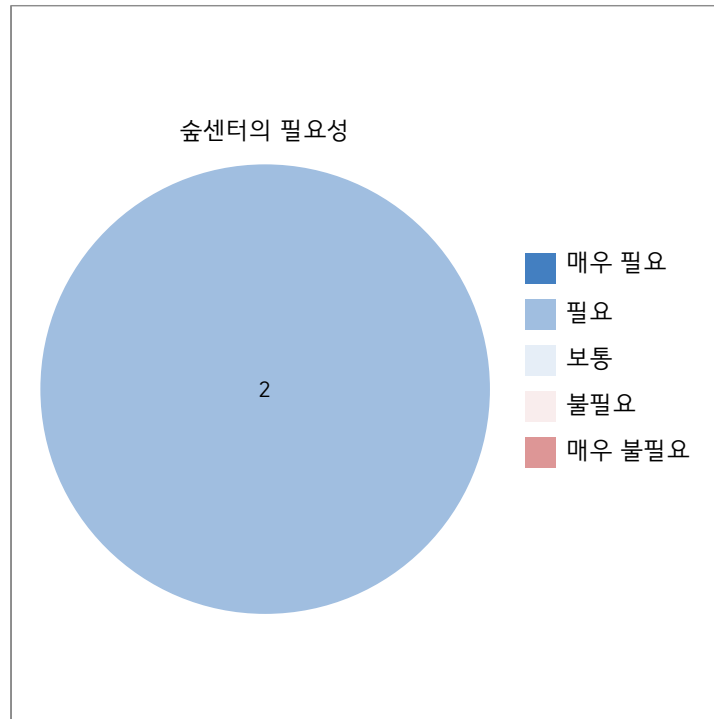
### 3. 뚜낙숲센터의 시설 퀄리티는?



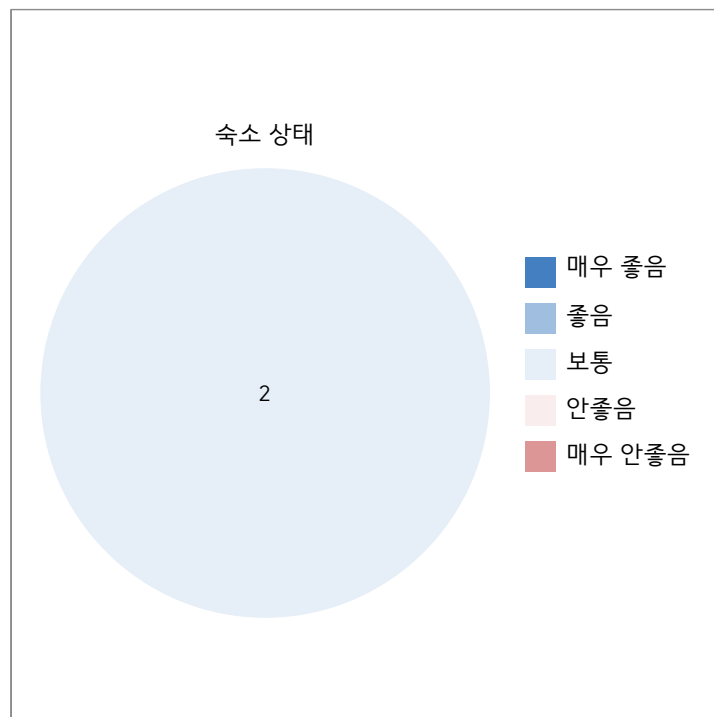
### 4. 뚜낙숲센터에 해당하는 단어들을 골라주세요.(복수선택 가능)



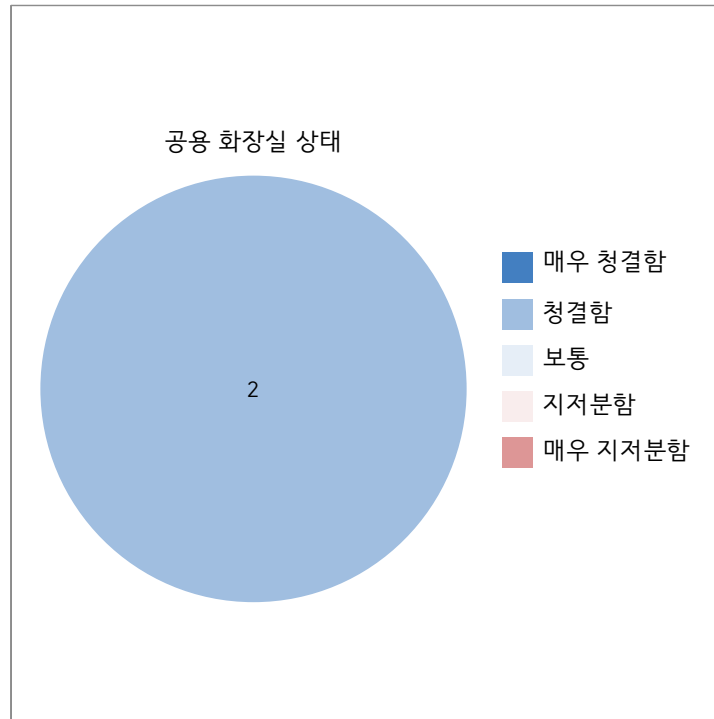
5. 푸낙숲센터의 필요성은?



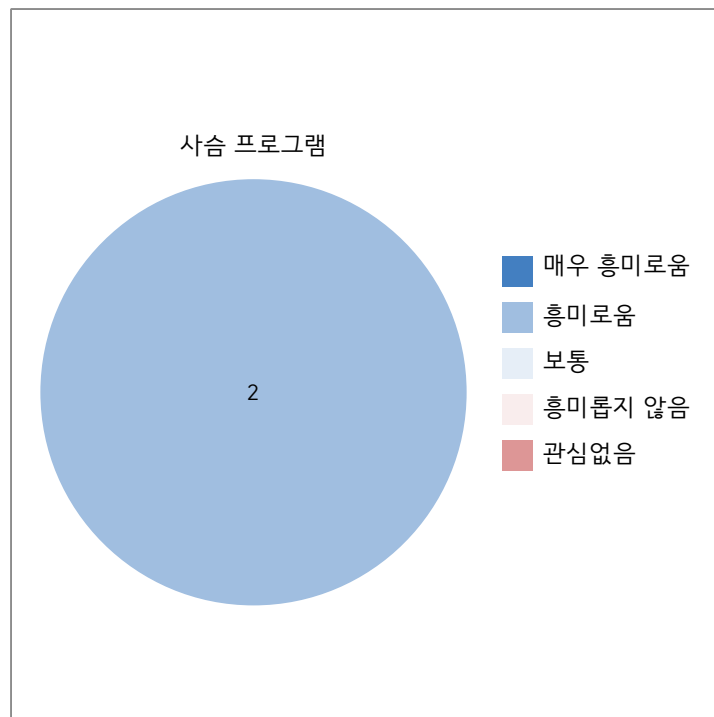
6. 푸낙숲센터의 숙소 상태는?



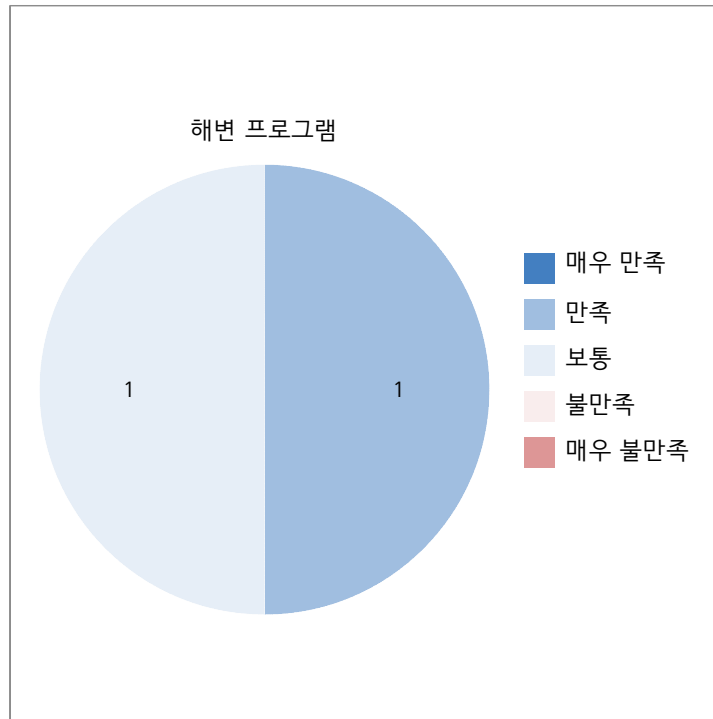
7. 두낙숲센터 내 공용 화장실 상태는?



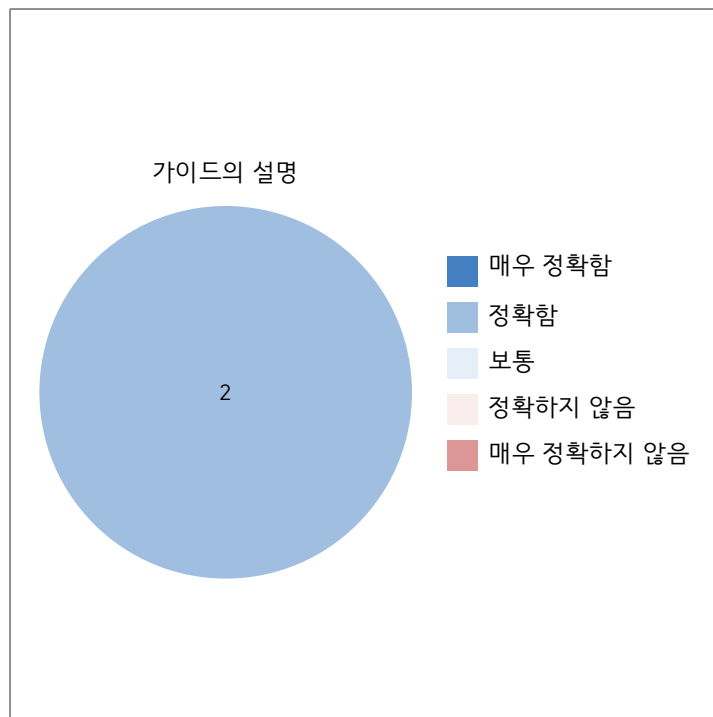
8. 사슴 프로그램(관찰 및 먹이주기)은?



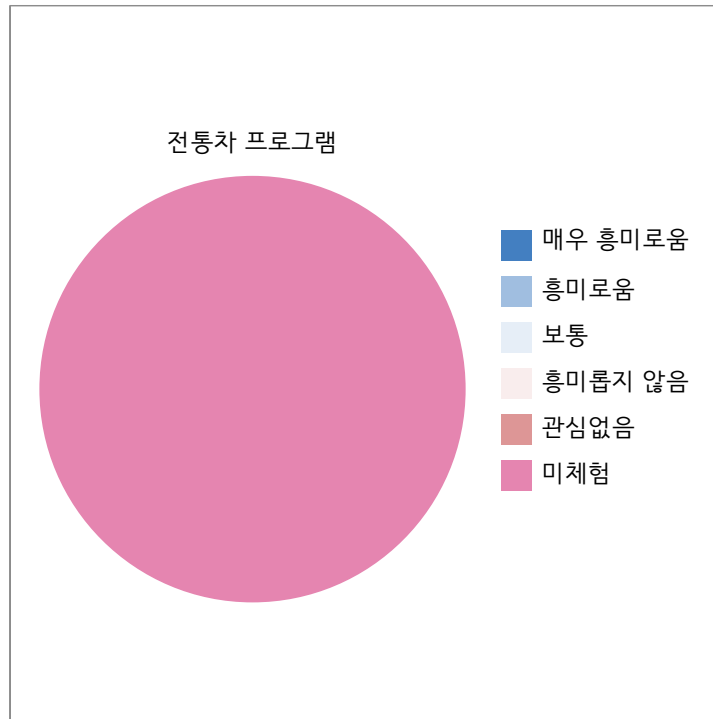
9. 해변 프로그램(경관구경 및 트레킹)은?



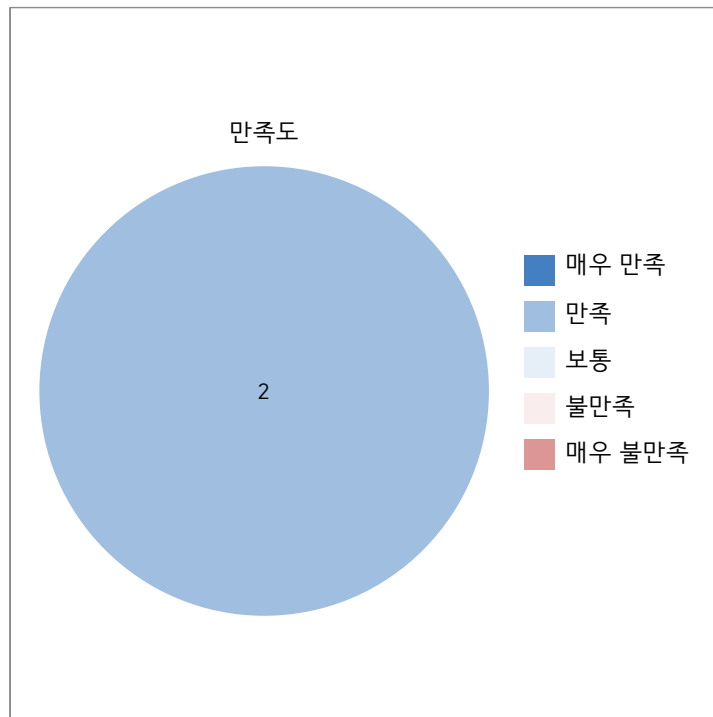
10. 나비프로그램(나비소개 및 관찰)을 소개한 가이드의 설명은?



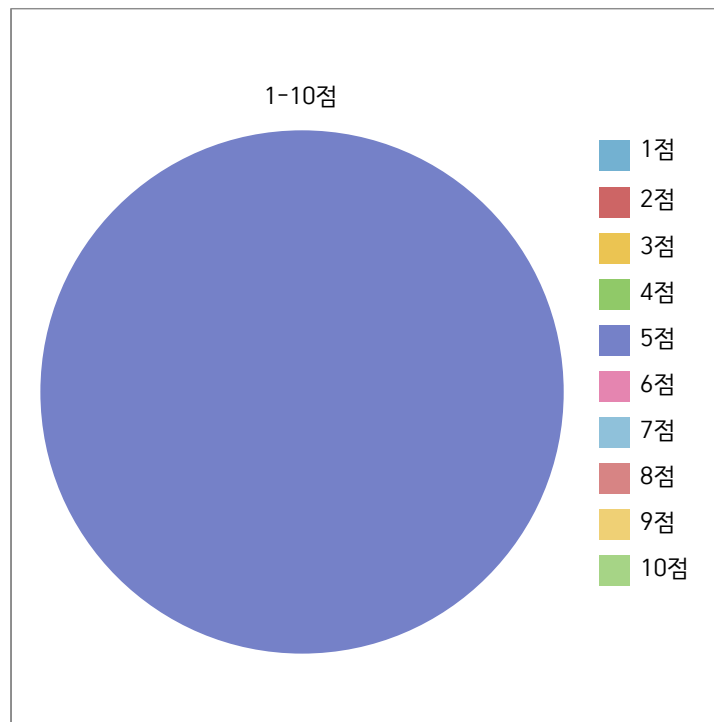
### 11. 전통 차 만들기 프로그램은?



### 12. 푸낙숲센터에 대한 전반적인 만족도는?



13. 두낙숲센터를 친구에게 추천한다면 10점 만점에 몇 점입니까?



○ 팸투어 전체 평가회의 안건

1) 호텔(숙소)

- 서양인에게도 숙소의 침대가 너무 높음
- 경치를 감상할 수 있는 야외 테라스에 테이블과 의자 필요

2) 레스토랑

- 재고가 없는 메뉴가 너무 많음
- 음식 만드는 시간이 너무 오래 걸림
- 같은 음식을 시켜도 매일 맛이 다름
- 같은 음식을 시켜도 사용된 재료가 매일 다름

3) 나비관찰 프로그램

- 나비관찰장 내에 나비 종류 및 수가 너무 적음
- 나비에 대한 소개나 설명이 존재하지 않음
- 가이드 없이 개인 자율관람이 불가능함

4) 사슴먹이주기 프로그램

- 사슴에 대한 영어 설명이 없음
- 사슴의 주식인 풀에 대한 설명 필요
- 풀을 직접 뜯어서 주는 체험형 프로그램이 더 흥미로울 듯함

5) 캠핑장 탐방

- 경계선이 따로 없어서 영역 구분이 어려움
- 해먹, 텐트, 테이블 등 캠핑 분위기를 낼 수 있는 도구 필요

6) 교통

- 개인 방문객의 접근성이 매우 불편함
- 셔틀 버스 운영에 대한 고려 필수
- 뚜낙숲센터 내 오토바이나 자전거 대여 고려
- 나비 관찰장과 해변까지 가는 길이 비포장도로라 불편함

7) 가이드

- 영어 회화 공부 필수
- 전체적으로 프로그램 운영 시 설명이 부족함

- 조금 더 생기 있게 프로그램을 진행할 필요가 있음
- BKSDA 월급제 고용으로 인한 직원들의 수동적인 태도를 보임

#### 8) 시설 전체

- 시설 입구나 도로에 안내판/표지판이 없음
- 호텔과 레스토랑이 존재하는지 알 수 없음
- 입장료가 너무 비쌌 (외국인은 현지인의 2배 지불)
- 전체 직원의 유니폼이 필요함
- 뿌낙숲센터 자체 지도 제작 필요함
- 시설 내에 더 많은 꽃과 나무가 필요함
- 와이파이가 설치가 시급함

#### ○ 팸투어 전체 평가회의 결과

- BKSDA에서 가능한 많은 피드백을 반영할 예정
- 전문가 시나리오가 완성되는 대로 가이드 교육 실시
- 뿌낙숲센터 전체 직원 서비스 교육 필수
- 벤치마킹은 숙소와 호텔 운영의 모범 사례지로 견학
- 최종적으로 벤치마킹 이후 뿌낙숲센터에서 추가 워크숍 진행

### 3. 시나리오 (English ver)

#### TWA GUNUNG TUNAK ECO-TOURISM CENTER SCENARIO FOR TOUR GUIDE

I

#### HOTEL RECEPTIONIST

Rule number one : ALWAYS SMILE

#### WELCOMING TOURISTS:

Hello everyone / Hello Sir or Madam....
My name is .....
On behalf of Tunak Eco Tourism Center
I would like to welcome you to Tunak Eco Tourism Center!
Enjoy our welcome drinks! (fruit juice or tea)

#### RECEPTIONIST SPEECH

Good morning Sir / Madam	(00.00 – 12.00)
Good afternoon Sir / Madam	(12.01 – 18.00)
Good evening Sir / Madam	(18.00 – 23.59)
May I help you?	
Here is your room's key	
Your room number is ...	
Let me take your luggage to the room.	
Breakfast starts from 07:00 – 10:00 AM at Restaurant.	
Check out time is 12.00 in the afternoon.	

#### FREQUENTLY ASKED QUESTIONS (FAQ)

TOURIST	RECEPTIONIST	
Do you have a room for us tonight?	YES, we still have available room for you.	NO, sorry our room is full tonight.
How many rooms are available for tonight?	We have three rooms available.	Only one room is available.
How much is the price for the room per night?	The price for the room per night is 375.000 rupiah/IDR.	
What time is the breakfast?	Our breakfast time is from 07.00 – 10.00 in the restaurant.	
Can we pay with credit card?	YES, we accept credit card as a payment.	NO, we only accept cash as a payment.
Do you have a WIFI connection here?	YES, our WIFI connection is only in our office.	NO, we don't have a WIFI connection here but you can buy a local SIM card with WIFI. The amount is

		_____ IDR.
How can we get in to the airport?	We arrange for 'airport transport service' from our hotel.	
Is it inclusive in our accommodation? If not, how much do I need to pay for airport transport service?	YES, it is inclusive in your accommodation's fee.	NO, you need to pay _____ IDR for airport transport.
Is there any ATM near here?	YES, the ATM is only _____ meters from here.	NO, the ATM is in Central Kuta and it takes 30 minutes to get there.
Is there any means of public transportation?	There's no means of public transportation from Tunak Center.	You can hire or rent a motorbike or bicycles for _____ IDR in one day or _____ IDR per hour.
Can I move to a different room if something is broken or not comfortable in my room?	Yes, definitely we will find a better room for you.	-Sorry, there's no available room right now but we can fix it as soon as possible for your convenience.  -We can fix it today and you can transfer to a different room tomorrow. Sorry for the inconvenience!

**OFFERING ADVICES:**

Do you have any activity for tomorrow / today?
Do you need an extra bed for the room?
Do you want our staff clean your room?
Do you need a new towel?
Do you need a transportation to Kuta and Airport ?
Do you want to make a reservation for our tour program?
<ul style="list-style-type: none"> <li>- Our activities in Tunak Center are camping tour, visit in Butterfly Center, Deer Sanctuary, and Bile Sayak Beach. You can also experience how to cook a traditional Lombok cuisine or snack, and how to make a Lombok traditional coffee.</li> <li>- If you are interested, we can make a schedule for you!</li> </ul>

**CLOSING REMARKS:**

Thank you for staying with us.
--------------------------------

Please check your luggage before your leave the room.
Let our staff help you to put your luggage in the car.
Please write your best review for us. Have a good day and see you again!

## II

### ORIENTATION FOR THE PROGRAM IN TWA GUNUNG TUNAK

#### OPENING:

Guide/ Staff:

- Hello everyone!
- Before we start our tour today, I would like to introduce myself.
- On behalf of TWA Gunung Tunak, my name is \_\_\_\_\_ and I am your guide today.

#### DESCRIBE THE LOCATION:

- In March 4 to 8, 2018, a delegation of Korea Forest Service (KFS) undertook a mission in Lombok, Indonesia as a part of its bilateral activities.
- The delegation together with representatives of Korean Embassy in Indonesia and the Korea Indonesia Forest Center (KIFC) attended the opening ceremony of the TWA Gunung Tunak Community-Based Forest Recreation Ecotourism Center, located in the Southern part of Lombok island, in Mertak, Central Lombok, West Nusa Tenggara Province.
- Tunak Center Project was designed in 2015 within the framework of bilateral cooperation between KFS and the Indonesian Ministry of Forestry. Both parties agreed to make joint efforts to enhance cooperation in the field of ecotourism, and to encourage a better relationship through exchange of relevant experts and officials in ecotourism. Tunak Ecotourism Park has the potential to be developed as a model for forest-recreation, ecotourism and community-based tourism in the region.
- Our activities in Tunak Center are camping tour, visit in Butterfly Center, Deer Sanctuary, and Bile Sayak Beach. You will also experience how to cook a traditional Lombok cuisine or snack, and how to make a Lombok traditional coffee. Enjoy and relax!

#### FREQUENTLY ASKED QUESTIONS (FAQ)

Possible Questions	Answer
How much should we pay for the entrance fee?	100.000 rupiah/IDR for foreigner and 5.000 for local residence.

	But, you can get free entrance fee if you stay in Tunak Hotel.
How long is the Deer Sanctuary's activity?	It takes 10 – 20 minutes.
How far is the Bile Sayak beach from Tunak hotel?	It is one (1) kilometer from hotel to the beach.
Are we going to do all the activities?	- Yes, we will do it all. - No, we cannot do it all due to bad weather or changes of schedule.
What can we do in the deer sanctuary and butterfly center?	- You can feed the deer and take pictures. - You will see different species of butterflies in Lombok.
What kind of food will we cook?	-You have three options and please choose one. - Cellilong - Tunak Fish Curry - Lombok Black Bean Soup
Can we harvest coffee beans by ourselves?	-No, we will not harvest but we can grind the traditional Lombok coffee bean.
Are we going to roast coffee beans?	-No, we cannot roast the coffee beans but you can taste it after preparing.

#### OFFERING THE ACTIVITY:

Do you have any idea what activity you will choose?
Do you want to join in a group activity or just an individual activity?
Do you want to do the activity in the morning or in the afternoon?

#### CLOSING REMARKS:

Thank you for joining our activity today.
Please leave your comment about the activity
See you soon and have a good day!

### III

#### ORIENTATION FOR RESTAURANT

##### OPENING:

Staff:

- Hello Sir/ Madam!
- Good morning! / Good afternoon! / Good evening!
- Welcome to our restaurant!
- May I help you? (offering the menu to the guest)
- Please let the guest know if there is any food not available on the menu.
- Our special menu or food for today is \_\_\_\_\_. I highly recommend this one!
- Here is our menu. What do you want to order? It will take 15 to 20 minutes before we serve.
- What are your drinks? I will serve it first!

(After 15 to 20 minutes.)

- Here is your food. Thank you for waiting!
- Do you like the food? How's the taste?

##### FREQUENTLY ASKED QUESTIONS (FAQ)

Possible Questions	Answer
What is the menu for today?	We have _____ for breakfast. We have _____ for lunch. And we have _____ for dinner.
What kind of food is it?	It is _____.
What is the food made from?	The food is made from _____.
What do you call this food?	This food is called _____.
How does it taste?	spicy/sweet/salty/sour
Is it delicious?	Yes, it is delicious.
What is your recommended food?	I recommend _____, our special food for today!
What is "finger fish"? Is it spicy?	Finger fish is _____.
Do you have a fresh coconut juice?	-Yes, we have a fresh coconut juice. -Sorry, we only have banana and pineapple juice available right now.

What is the available seafood for today's menu?	-Yes, we have shrimps and native fishes. - Sorry, we don't have any seafood available now but you can have it tomorrow.
Do you have a lobster?	- Yes, you are lucky! - Sorry, we don't have a lobster now but you can eat it for tomorrow's menu.

#### VOCABULARY IN RESTAURANT

Can we <b>order</b> this food?	: Bisakah kami <b>memesan</b> makan ini ?
Breakfast	: Sarapan
Lunch	: Makan Siang
Dinner	: Makan malam
Delicious	: Enak
Spoon	: Sendok
Fork	: Garpu
Fried	: Goreng/digoreng
Grilled	: Dibakar/dipanggang
Pancake	: Pancake
Egg	: Telur
Toast	: Roti Panggang
French Fries	: Kentang Goreng
Plate	: Piring
Raw	: Mentah
Boil	: Rebus
A cup of coffee	: Secangkir kopi
Sugar	: Gula
Bill	: Nota

#### CLOSING REMARKS:

Do you like the food?
How was the taste?
I hope you enjoyed our food. Thank you for eating in our restaurant, have a good day!

#### IV

#### ORIENTATION FOR BUTTERFLY LEARNING CENTER

##### OPENING:

- Hello everyone! My Name is \_\_\_\_\_ and I will be your tour guide.
- On behalf of TWA Gunung Tunak I would like to welcome you to Tunak Butterfly Learning Center.

##### DESCRIBING THE BUTTERFLY:

- Who loves butterflies? Why? Anyone knows about 'metamorphosis'? Look at the picture, there are four stages in the metamorphosis of butterflies.
- Metamorphosis is a complete change by which the young form of insects develops into an adult form. Butterfly is one of those insects and it goes through four stages before it grows into an adult. Each stage has different goals: The first stage is an egg wherein eggs are laid on plants by the adult female butterfly. The second stage is larva which is the feeding stage. Larva or caterpillar needs to eat a lot to grow faster and be prepared for the next stage. The third stage is pupa which is also called the transition stage. The cocoon is the silk casing the caterpillar that spins around it before it turns into a pupa. The last stage is the adult butterfly which is also called the reproductive stage. The adult butterflies need to reproduce new eggs before they die.



Image : Butterfly Cycles

#### FREQUENTLY ASKED QUESTIONS (FAQ)

Possible Questions	Answer
How many species of butterfly do you have here?	We have 45 species of butterfly in Lombok.
Why the butterflies are few?	The butterflies are few during dry season but you can see a lot during rainy season. Our dry season in Indonesia is from ____ to ____ while the rainy season starts from ____ until ____.
Why did you choose these flowers and plants to put inside the butterfly center?	These plants are where the adult female butterfly lays eggs while the other plants are food for larva and butterfly.
Why do you have water and small pond inside the butterfly center?	To keep the normal temperature for butterflies because they cannot survive in a very hot weather. It also protects them against the predator.
How many leaves a larva eats normally in one day?	The larva needs to grow fast, it eats three to four pieces of leaves a day.
How long is the life cycle of a butterfly?	Maximum 6 weeks or 40 days.
Do butterflies sleep?	Yes, butterflies sleep but not like humans. They take a rest usually at night but they cannot close their eyes since they don't have eyelids and they don't dream.

#### FACTS ABOUT BUTTERFLY:

- In general, butterflies have a short life cycle for a maximum six weeks or 40 days. A male butterfly will die after grooming while a female butterfly will die after laying the eggs on a plant.
- A butterfly is also a natural indicator for a healthy environment and healthy ecosystem. Whenever or wherever you see many butterflies, it only means that the environment is healthy.
- Butterflies sleep but not like humans. They take a rest usually at night but they cannot close their eyes since they don't have eyelids and they don't dream. While a larva never sleeps, they just eat and eat.
- A butterfly has 12,000 eyes.

**CLOSING REMARKS:**

- What do you think about butterfly?
- Is it interesting for you?
- What did you learn from the butterfly center?
- Please leave a comment for this program
- Thank you for your time to join this program. Have a good day!

**V****ORIENTATION FOR DEER SANCTUARY AND CAMPING GROUND****OPENING:**

- Hello everyone, my name is \_\_\_\_\_!
- On behalf of TWA Gunung Tunak, I would like to welcome you to Tunak Deer Sanctuary.

**DISCRIBING THE DEER SANCTUARY:**

- *The Javan rusa or Sunda sambar is a deer native to the islands of Indonesia and East Timor. Introduced populations exist in a wide variety of locations in the Southern Hemisphere.*
- Balai Taman Nasional Sumber Daya Alam Nusa Tenggara Barat (NTB) memperkirakan populasi Rusa Timor (*Cervus Timorensis*) yang masih bertahan hidup di wilayah itu kini tinggal 900 ekor.
- Perkiraan jumlahnya sudah jauh berkurang. Boleh dikatakan sudah masuk hewan hampir punah, berkurangnya populasi Rusa Timor di wilayah itu tak terlepas dari aktivitas perburuan liar dan rusaknya lahan hutan yang merupakan habitat asli para hewan yang dilindungi itu.
- *West Nusa Tenggara National Natural Resources Department estimates there are around 900 species of Rusa Timor still survive in this area. The number is decreasing every year and almost extinct because of the illegal hunting and illegal logging of its original habitat. Rusa Timor is one of the extinct animals that we need to keep safe.*
- Saat ini, BKSDA memberikan peluang kepada masyarakat untuk memelihara Rusa Timor dengan memberikan izin penangkaran. Pemberian izin penangkaran ini sebagai upaya kita mencegah Rusa Timor dari kepunahan.
- *Now, BKSDA (Nature Resources Conservation Agency) gives a chance to people to breed the Rusa Timor by giving the captive permit. This step uses to support Rusa Timor*

*population from extinction. Besides that, BKSDA is naturally breeding the Rusa Timor in TWA Gunung Tunak, Central Lombok. In Total, there are 410 Rusa Timor live in breeding conservation with official permission from government.*

- Selain membuat penangkaran, upaya lain yang dilakukan BKSDA NTB yakni pengembangbiakan secara alamiah di lokasi Wisata Alam Gunung Tunak, Kabupaten Lombok Tengah. Total jumlah Rusa Timor yang ada di penangkaran mencapai 410 ekor, dengan jumlah penangkar yang sudah mendapatkan izin resmi sebanyak 57 penangkaran.

#### FREQUENTLY ASKED QUESTIONS (FAQ)

Possible Questions	Answer
How many deer do you have here?	We have _____ deer here.
Where are the deer from?	The deer are from East Timor/Timor Leste.
Do you know how to identify a female and a male deer? Who can do that?	The female deer has a longer neck, shorter antlers and most of them has no antlers while a male deer has a shorter neck and longer antlers.
	You can feed the deer now but be careful!
Did you notice the isolated deer over there?	The deer is just new here so it is not yet comfortable to be with the flock.
Do you know that other deer are visiting here during night time to see their friends?	Yes, the other deer are coming here every night.
How long the deer will stay in cage before you release back to forest?	It will take _____ months.

#### VOCABULARY IN DEER SANCTUARY:

Herbivore	Hewan pemakan tumbuhan
Antler	Tanduk
Diurnal	Hewan yang aktif pada siang hari
Nocturnal	Hewan yang aktif pada malam hari
Buck	Rusa jantan
Feeding	Memberi makan

#### CLOSING REMARKS:

What do you think about the deer sanctuary?
Is the information clear?
Do you have any questions or clarifications?
Thank you for joining in this program. See you again!

#### INFORMATION ABOUT THE EAGLE:

Elang Bondol, *The brahminy kite (Haliastur indus)*, also known as the red-backed sea-eagle in Australia, is a medium-sized bird of prey in the family Accipitridae, which also includes many other diurnal raptors, such as eagles, buzzards, and harriers. They are found in the Indian subcontinent, Southeast Asia, and Australia. They are found mainly on the coast and in inland wetlands, where they feed on dead fish and other prey. Adults have a reddish-brown body plumage contrasting with their white head and breast which make them easy to distinguish from other birds of prey.

This eagle is rescued from an illegal hunter so he lost his hunting instinct. You can see him closer but always be careful and keep your distance!

## VI

### CAMPING GROUND

#### OPENING:

- Hello everyone!
- On behalf of TWA Gunung Tunak I would like to welcome you to Tunak Camping Ground.
- We provide your tent, mattress and breakfast.

#### DESCRIBING THE CAMPING GROUND:

Our camping ground area is 200 square meters which you can use for outdoor activity such as soft tracking, bird watching, barbeque (BBQ) and other outdoor activities.

We also have eight (8) tents, 25 mattresses and 25 sleeping bags. No worries, there are also two (2) toilets and 24 hours forest guard available in this camping area.

#### FREQUENTLY ASKED QUESTIONS (FAQ)

Possible Questions	Answer
Is it safe to stay overnight here?	-Yes, it is safe since we have a 24 hours forest guard.
Where is the toilet?	-There are two toilets available in this area.
How much is the cost for a tent? Cost of a mattress and one sleeping bag?	-One tent is _____IDR for an overnight use. - One sleeping bag is _____IDR and one mattress is _____
What activity can we do in this place?	-You can watch the sunset and sunrise the following morning. - soft tracking, bird watching, BBQ and _____ - planting trees

--	--

#### VOCABULARY IN CAMPING

Tent	:	Tenda
Mattress	:	Kasur
Sleeping bag	:	Kasur Gulung
Backpack	:	Tas Punggung
Boots	:	Sepatu
Map	:	Peta
Knife	:	Pisau
Ant	:	Semut
Fire	:	Api
Lantern	:	Lampu pijar
Flashlight	:	Senter
Compass	:	Kompas
Forest	:	Hutan

#### LOMBOK TRADITIONAL COFFEE

How to make it?

1. Heat up a cup of water. ...
2. Add 1 to 2 teaspoons of black coffee to a mug. ...
3. Dissolve the coffee with a tablespoon of cold water. ....
4. Pour the hot water into the mug. ...
5. Mix in sugar/honey and spices (Cinnamon, Cardamom, Java Chili, Black Seed and Sticky Rice)...
6. Stir your coffee and serve it.

**Cinnamon**| A popular spice that can support health blood sugar levels, support a healthy inflammatory response, and also can act like an antioxidant.

**Cardamom**| it possesses many known health benefits including supporting the gastrointestinal tract.

**Java Chili** (*Piper retrofractum* Vahl) The common name of *Piper retrofractum* is called Java Chilli. It is an outstanding pharmaceutical species which grows naturally in Indonesia, Malaysia, Thailand, Vietnam and India. The beverage making from Java Chili fruits has been long used by Indonesia society for relaxing, recovering strength of the body, improving sleeping and aprodisiacum. The growing of Java Chili as a cash crop in Java Island and others island in Indonesia is considered a national treasure as a natural resource.

**Black seed** might also improve levels of cholesterol in people with diabetes. Doses of 2 grams daily seem to be needed for any benefit. High blood pressure. Research shows that taking black seed by mouth might reduce blood pressure by a small amount.

**Sticky Rice** It is widely used as an ingredient for a wide variety of sweet, savoury or fermented snacks

## VII

### COOKING CLASS

#### OPENING:

- Hello everyone!
- On behalf of TWA Gunung Tunak, I would like to welcome you to our Cooking Class.
- My name is \_\_\_\_\_ and today I will explain about our menu.

#### A. CELILONG (Traditional Snack)

About the Celilong:

We will make a Lombok traditional snack called "Celilong". The texture is soft and tastes sweet. The main ingredient for this snack is cassava.

##### Ingredients:

- 500 grams Cassava
- 200 ml Coconut milk
- 200 grams Palm sugar
- ½ tsp salt
- 100 ml water
- Banana leaf

##### How to make Celilong:

1. Grate the cassava.
2. Add salt, coconut milk and water.
3. Boil the water in a pan.
4. Take one tablespoon of cassava and put palm sugar inside.
5. Roll it and cover with banana leaf.

6. Steam for 20 minutes.
7. Serve with hot coffee or tea.

#### FREQUENTLY ASKED QUESTIONS (FAQ)

Possible Questions	Answer
What is the name of this food?	This food's name is Celilong.
What is the main ingredient to make this food?	The main ingredient to make this food is Cassava.
How long do we need to boil this in hot water?	It needs 15 – 20 minutes to boil this in hot water.
Can we buy this food in the market?	Yes, you can buy this in local market only.

#### B. TUNAK FISH CURRY

About Tunak Fish Curry:

Explore the exclusive taste of Lombok spices seeped into juicy fish pieces. Tunak fish curry with special additions of tamarind extract and curry leaves.

##### Ingredients Of Tunak Fish Curry

- 250 Grams White fish (cut into cubes)
- 1 Medium Onion
- 1 Medium Tomato
- 6-8 Garlic cloves
- 2 Fresh green chilis (deseeded), sliced
- 6 Tbsp Oil
- 1/2 Cup Fresh coconut paste
- 1/4 tsp Red chili paste
- 1 tsp Coriander powder
- 1/2 tsp Turmeric powder
- 1 tsp Salt
- 2 Whole dry red chilis
- 1/2 tsp Black mustard seeds
- 8-10 Curry leaves
- 1/2 Cup Tamarind extract
- 1 Cup Water

##### How to Make Tunak Fish Curry:

1. Make a paste of onion, tomatoes, garlic and green chilis.
2. Keep aside.
3. Heat oil in a pan.
4. Add coconut paste and cook until golden brown.

5. Add dry spices and cook for about 3 minutes, keep stirring.
6. Remove from heat and keep aside.
7. Heat the remaining oil in another saucepan.
8. Add whole red chilis, curry leaves and mustard seeds.
9. Fry until the seeds start spluttering.
10. Add onion paste and fry until brown.
11. Add the cooked coconut paste, tamarind extract and a cup of water.
12. Stir well and bring to boil.
13. Add fish pieces and simmer for about 10 minutes.
14. Serve hot with boiled rice.

### **C. LOMBOK BLACK BEAN SOUP**

About Lombok Black Bean Soup:

Black bean soup is the famous dishes for Lombok people, mix with spices and coconut milk. You can taste the unique bean in your mouth...

#### **Ingredients**

- 150 gr Black beans, 3 Big chilies-sliced
- 5 Shallots-thinly sliced, 3 Bay leaves
- 100 gr Butternut squash/chayote-diced cut
- 3-5 whole Bird's eye chilies, 2 ltr water
- 150 gr Beef-sliced (optional), Frying oil
- 1 Bilimbi fruit-cut (1 tsp Lime juice)
- 2 cm Galangal & 1 Lemongrass-bruised
- 1 cm Ginger-minced, 1 tsp Broth powder
- 2 cm Turmeric & 3 cloves Garlic-minced
- 1 cm Lesser galangal-minced, 4 tsp Salt
- 200 ml Coconut milk, 1 tsp Sugar
- Leaves of 2 stalks Lemon basil

#### **How to make Lombok Black Bean Soup:**

- Soak beans in water for 8 hours until overnight. Put the beans in a pot & add in water. Bring it to a boil over high heat. Reduce the heat to low & cover the pot. Simmer until the beans starts to become soft. Add in sliced beef; cook until the beef tender & the beans become really soft.
- Sauté sliced ingredients, minced spices, gal
- angal, lemongrass & bay leaves until fragrant. Put sautéed ingredients & bilimbi fruit into the soup. Bring it to a boil.

- Add in the squash/chayote, whole bird's eye chilies, broth powder & sugar. Cook until the squash becomes soft & some of the beans break down. Pour in coconut milk & season with enough salt. Keep on cooking & stirring the soup once in a while until the flavor blends.
- Stir in the lemon basil leaves right before you remove the pot from the heat.

#### **CLOSING REMARKS:**

- Here is the end of our cooking class, now you can taste the food that you made.
- Please leave the comments for us about this activity.
- I hope you enjoyed our cooking class! Thank you so much and have a good day!

### **VIII**

#### **BILE SAYAK BEACH**

##### **OPENING:**

- Hello everyone!
- On behalf of TWA Gunung Tunak, I would like to welcome you to our place.
- Today we are going to Bile Sayak Beach. This beach is highly recommended to visit when you come to Tunak.
- It takes 20 – 30 minutes drive with car to get there from Tunak Hotel.

##### **DESCRIBING THE LOCATION:**

Selamat datang di pantai bile sayak, pantai ini adalah pantai yang berada di bagian selatan dari Taman Wisata Alam Gunung Tunak. Pantai ini terbentuk dari erosi air dan angin yang berlangsung terus menerus sejak jutaan tahun yang lalu.

*Welcome to Bile Sayak Beach, this beach is located in the south part of TWA Gunung Tunak. This beach was formed from the erosion of water and wind that has happened continuously since millions of years ago.*

Pantai bile sayak adalah pantai dengan laut terbuka yang mengarah ke samudra hindia, oleh karena itu di pantai ini anda tidak direkomendasikan untuk berenang. Arus yang deras di pantai

bile sayak ini juga menyebabkan sering terdamparnya species ubur - ubur saat mereka melewati perairan Lombok untuk bermigrasi ke daerah yang lebih hangat untuk mencari makan. Dimana saat suhu air laut di Australia sedang dingin.

*Bile Sayak beach is a beach that leads to the Indian Ocean, therefore you are not recommended to swim in this beach due to dangerous waves. The swift currents of water in this beach often caused the jellyfishes stranded as they pass through Lombok to move to the warmer water since the water in Australia is cold.*

Anda bisa menikmati panorama pantai ini dengan menyusuri beberapa bagian bukit yang ada di antara pantai. Tetapi harus tetap waspada dan hati – hati untuk tidak berjalan terlalu pinggir.

*You can enjoy the scenery and taking a panorama picture of this beach by walking through some part of the hills around the beaches.*

Pantai bile sayak yang memiliki topografi karang yang besar disukai ikan laut dalam, oleh karena itu tempat ini juga dijadikan salah satu spot memancing bagi para penggemar kegiatan memancing. Beberapa event memancing sudah dilaksanakan ditempat ini.

*Bile Sayak beach has a large coral topography which is liked by the deep-sea fishes. Therefore this place is also used as one of the fishing spots for fishing activities. Several fishing events have been done in this place.*

#### SHOWING INTRESTING SPOT:

- In front of you is.....
- On your right/left , you will see.....
- Up a head is .....
- On your left, you will see...
- In a few minutes, you'll be passing....
- We are now coming up to....
- Take a good look at....

#### FREQUENTLY ASKED QUESTIONS (FAQ)

Possible Questions	Answer
How deep is the sea of bile sayak?	It's quite deep. You can recognize from the color of water, it's deep blue.
Can we go swim?	I don't recommend this beach for swimming. It is for your safety!
Is it okay for surfing	As I mention, this please is also not safe for surfing activity.

**CLOSING REMARKS:**

- Do you like this beach?
- What is the most interesting part from this beach?
- We are going back to hotel now.
- Thank you for today. Hope to see you again!

**IX**

**DEPARTURE OF THE GUEST**

**Version I**

Thank you so much for staying with us, we hope you enjoy all the activities and get good experiences.

Please don't forget to leave your review for us. It will help to improve our service in future. Sampai jumpa....

Tell your social media:

Facebook:

Instagram:

**Version II**

-Do you still remember my name? I hope so because today is your last day in Tunak Center. ^^  
-I hope you enjoyed your stay in Tunak Center. Thank you so much for coming here and for trying our travel program. I don't want to say good bye but see you all again! Take care! Terima Kasih!

Tell your social media:

Facebook:

Instagram:

#### **GUIDELINES:**

**What do tourists expect of a good Tour Guide?**

#### **HOW TO BE A GOOD GUIDE**

1. Read and listen! A good guide has a lot of knowledge about the country. Know about history, religion, culture, tourism, nature, traditions, ... A tourist may ask you about anything!
2. Know what you are going to tell your tourists at the activity. Have a 'rehearsed' explanation ready. You can change it based on the scenario or moment.
3. Dress well and take care of your personal hygiene! As a guide, you are the face of the company and you are responsible for the impression of the tourists about Tunak Center.
4. Be organised! Inform your customers about times, locations, stuff they absolutely need to bring, special circumstances! Don't let them wonder but rather inform them! How long does this activity or workshop last? When are they going to be home again?
5. Be punctual! When you pick up your tourists, be 5-10 minutes early so they don't have to wait for you!
6. Start your day with an introduction! Introduce yourself to your customers, tell them about the plan for today. Wish them a nice day and let them know that they can ask you anything!
7. Be friendly and polite! Speak clearly.
8. When you are in the car, tell them about their surroundings. "On the right side, we have ...". "In a few minutes, we will pass ...". Also, if you have a unique story or piece of information, tell them! Tourists love to hear quirky information.
9. Adapt your information to your customers. If you feel that they are interested in history, give them some more historical facts. But be careful that it's not a list of dates and names! Try to incorporate a funny story, a personal anecdote, an anecdote about a past tour, ...

10. Be interactive! You don't want your day to be a monologue. Ask your tourists a question about the activity (eg: How old do you think ... is? How long do you think ... takes?)
11. Don't just talk but ask them some questions too. Where are your customers from? How long are they staying in Lombok? How do they like it so far? Don't be pushy but try to get to know your customers a little better (small talk in the car, during the walk, over lunch).
12. Be enthusiastic! If YOU don't like the place you are taking them, then why should they like it?
13. "Customer is a king." Try to help them where you can, stop for a break if needed, stop to buy them some fruit if they want it, ...
14. If your customer asks you a question and you don't know the answer, don't just say "I don't know". Don't make something up but tell them that you are not sure and that you will look it up and get back to them. (Ask for contact information if necessary.)
15. End the day on a good note. Thank the tourists for coming with you. Ask them if they had a nice time? Tell them that you hope to see them again soon.
16. Continue to learn and improve your guiding skills! You can always ask your customers for some feedback.
17. Always end your tour with a big smile!

#### 4. 현장 교육

○

○

## V. 벤치마킹 견학 및 워크숍

### 1. 추진 일정

- 
- 

### 2. 둘레길 견학

- 
- 

### 3. 리조트 견학

- 
- 

### 4. 시사점

- 
-

## **\*참고사이트**

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## **\*참고문헌**

루트아시아 : 2015 Asia & Business & Geopolitics

## \* 별첨

<첨부1> 인도네시아 대학생 설문조사

PRODUCT QUALITY SURVEY TWA GUNUNG TUNAK	
1. What is your first reaction to TWA Gunung Tunak ?	
a. Very positive	d. Somewhat negative
<input checked="" type="checkbox"/> b. Somewhat positive	e. Very negative
c. Neutral	
2. What do you think about to get to TWA Gunung Tunak ?	
a. Very easy	<input checked="" type="checkbox"/> d. Not easy
b. Easy	e. Very not easy
c. Neutral	
3. How would you rate the quality of place in the TWA Gunung Tunak ?	
a. Very high quality	d. Low quality
<input checked="" type="checkbox"/> b. High quality	e. Very low quality
c. Neither high or low quality	
4. Which of the following word would you use to describe TWA Gunung Tunak? Select all that apply.	
<input checked="" type="checkbox"/> a. Educative	<input checked="" type="checkbox"/> f. Good value for money
b. Unique	f. Overpriced
c. Luxury place	g. Realeable
<input checked="" type="checkbox"/> d. High quality	h. Poor quality
5. What do you think about the TWA Gunung Tunak, do you think of it as something you need or don't need ?	
a. Definitely need	d. Probably don't need
<input checked="" type="checkbox"/> b. Probably need	e. Definitely don't need
c. Neutral	
6. How would you rate the value for money of TWA Gunung Tunak cottage ?	
<input checked="" type="checkbox"/> a. Excellent	d. Below average
b. Above average	e. Poor
c. Average	
7. How about Toilet service in TWA Gunung Tunak ?	
a. Excellent clean	d. Not clean
<input checked="" type="checkbox"/> b. Clean	e. Extremely not clean
c. Clean but smell bed	
8. What do you think about deer sanctuary ?	
a. Very interesting	d. Not interesting
b. Interesting	e. Boring
<input checked="" type="checkbox"/> c. Neutral	
9. What do you feel when visit Tunak Beach ?	
a. Very excited	d. Low expectation
b. Happy	e. Very not excited
<input checked="" type="checkbox"/> c. Neutral	

1

10. How clear does your guide explain about butterfly park ?

- a. Extremely clearly
- b. Very clearly
- ☒ c. Somewhat clearly
- d. Not so clearly
- e. Not all clearly

11. What do you think about making traditional herbs beverage activity?

- a. Extremely interesting
- ☒ b. Very interesting
- c. Interesting
- d. Not use full
- e. Not interesting

12. Overall, how satisfied or dissatisfied are you with TWA Gunung Tunak ?

- ☒ a. Very satisfied
- b. Somewhat satisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied
- e. Very dissatisfied

13. How likely is it that you would recommend TWA Gunung Tunak to a friend or colleague?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

14. In your own words what are the things that you like the most about TWA Gunung Tunak ?

I really love when we visit butterfly learning Center, I think that the only butterfly Center in Lombok. also the place is very quiet, makes you can ~~relax~~ feel relax all the time :)

15. In your own words, what are the things you like to improve in TWA Gunung Tunak ?

first, Please make sure there's no <sup>Creatures</sup> ~~predator~~ that can harm the butterfly, make sure you always keep it clean.

second, if it's possible, can you buy a lots of ~~bicycle~~ bicycle / mountain bike. it's gonna be awesome if the tourist can use bike.

-Thank you ☺-

<첨부2> 인도네시아 대학생 설문조사

PRODUCT QUALITY SURVEY TWA GUNUNG TUNAK

1. What is your first reaction to TWA Gunung Tunak ?
 

<ol style="list-style-type: none"> <li>a. <del>Very positive</del></li> <li>b. Somewhat positive</li> <li>c. Neutral</li> </ol>	<ol style="list-style-type: none"> <li>d. Somewhat negative</li> <li>e. Very negative</li> </ol>
---	--
  
2. What do you think about to get to TWA Gunung Tunak ?
 

<ol style="list-style-type: none"> <li>a. Very easy</li> <li>b. Easy</li> <li>c. Neutral</li> </ol>	<ol style="list-style-type: none"> <li><del>d. Not easy</del></li> <li>e. Very not easy</li> </ol>
---	--
  
3. How would you rate the quality of place in the TWA Gunung Tunak ?
 

<ol style="list-style-type: none"> <li>a. Very high quality</li> <li>b. High quality</li> <li><del>c. Neither high or low quality</del></li> </ol>	<ol style="list-style-type: none"> <li>d. Low quality</li> <li>e. Very low quality</li> </ol>
--	---
  
4. Which of the following word would you use to describe TWA Gunung Tunak? Select all that apply.
 

<ol style="list-style-type: none"> <li><del>a. Educative</del></li> <li><del>b. Unique</del></li> <li>c. Luxury place</li> <li>d. High quality</li> </ol>	<ol style="list-style-type: none"> <li><del>e. Good value for money</del></li> <li>f. Overpriced</li> <li>g. Realeable</li> <li>h. Poor quality</li> </ol>
---	--
  
5. What do you think about the TWA Gunung Tunak, do you think of it as something you need or don't need ?
 

<ol style="list-style-type: none"> <li>a. Definitely need</li> <li><del>b. Probably need</del></li> <li>c. Neutral</li> </ol>	<ol style="list-style-type: none"> <li>d. Probably don't need</li> <li>e. Definitely don't need</li> </ol>
---	--
  
6. How would you rate the value for money of TWA Gunung Tunak cottage ?
 

<ol style="list-style-type: none"> <li><del>a. Excellent</del></li> <li>b. Above average</li> <li>c. Average</li> </ol>	<ol style="list-style-type: none"> <li>d. Below average</li> <li>e. Poor</li> </ol>
---	---
  
7. How about Toilet service in TWA Gunung Tunak ?
 

<ol style="list-style-type: none"> <li>a. Excellent clean</li> <li><del>b. Clean</del></li> <li>c. Clean but smell bed</li> </ol>	<ol style="list-style-type: none"> <li>d. Not clean</li> <li>e. Extremely not clean</li> </ol>
---	--
  
8. What do you think about deer sanctuary ?
 

<ol style="list-style-type: none"> <li><del>a. Very interesting</del></li> <li>b. Interesting</li> <li>c. Neutral</li> </ol>	<ol style="list-style-type: none"> <li>d. Not interesting</li> <li>e. Boring</li> </ol>
--	---
  
9. What do you feel when visit Tunak Beach ?
 

<ol style="list-style-type: none"> <li><del>a. Very excited</del></li> <li>b. Happy</li> <li>c. Neutral</li> </ol>	<ol style="list-style-type: none"> <li>d. Low expectation</li> <li>e. Very not excited</li> </ol>
--	---

10. How clear does your guide explain about butterfly park ?

- a. Extremely clearly
- ☒ b. Very clearly
- c. Somewhat clearly
- d. Not so clearly
- e. Not all clearly

11. What do you think about making traditional herbs beverage activity?

- a. Extremely interesting
- b. Very interesting
- c. Interesting
- ☒ d. Not use full
- e. Not interesting

12. Overall, how satisfied or dissatisfied are you with TWA Gunung Tunak ?

- a. Very satisfied
- b. Somewhat satisfied
- ☒ c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied
- e. Very dissatisfied

13. How likely is it that you would recommend TWA Gunung Tunak to a friend or colleague?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

14. In your own words what are the things that you like the most about TWA Gunung Tunak ?

TWA Gn. Tunak has a different view from another place, although we now if Gn. Tunak is new. But i suggest / recommend to all of people in Tunak Besopok, must be make a good facility. The <sup>good</sup> place in Butterfly s the beach. Access is number one from me and tourist.

15. In your own words, what are the things you like to improve in TWA Gunung Tunak ?

1. Access is number one  
2. The road is very hard to  
3. The local people must be antusias to give the new information for guest / tourist

-Thank you ☺-

<첨부3> 외국인 설문조사

PRODUCT QUALITY SURVEY TWA GUNUNG TUNAK	
1. What is your first reaction to TWA Gunung Tunak ?	
a. Very positive	d. Somewhat negative
<input checked="" type="radio"/> b. Somewhat positive	e. Very negative
c. Neutral	
2. What do you think about to get to TWA Gunung Tunak ?	
a. Very easy	d. Not easy
b. Easy	e. Very not easy
<input checked="" type="radio"/> c. Neutral	
3. How would you rate the quality of place in the TWA Gunung Tunak ?	
a. Very high quality	d. Low quality
b. High quality	e. Very low quality
<input checked="" type="radio"/> c. Neither high or low quality	
4. Which of the following word would you use to describe TWA Gunung Tunak? Select all that apply.	
<input checked="" type="radio"/> a. Educative	e. Good value for money
b. Unique	f. Overpriced
c. Luxury place	g. Realeable
d. High quality	h. Poor quality
5. What do you think about the TWA Gunung Tunak, do you think of it as something you need or don't need ?	
a. Definitely need	d. Probably don't need
<input checked="" type="radio"/> b. Probably need	e. Definitely don't need
c. Neutral	
6. How would you rate the value for money of TWA Gunung Tunak cottage ?	
a. Excellent	d. Below average
b. Above average	e. Poor
<input checked="" type="radio"/> c. Average	
7. How about Toilet service in TWA Gunung Tunak ?	
a. Excellent clean	d. Not clean
<input checked="" type="radio"/> b. Clean	e. Extremely not clean
c. Clean but smell bed	
8. What do you think about deer sanctuary ?	
a. Very interesting	d. Not interesting
<input checked="" type="radio"/> b. Interesting	e. Boring
c. Neutral	
9. What do you feel when visit Tunak Beach ?	
a. Very excited	d. Low expectation
<input checked="" type="radio"/> b. Happy	e. Very not excited
c. Neutral	
1	

10. How clear does your guide explain about butterfly park ?

- a. Extremely clearly
- ☒ b. Very clearly
- c. Somewhat clearly
- d. Not so clearly
- e. Not all clearly

11. What do you think about making traditional herbs beverage activity?

- a. Extremely interesting
- b. Very interesting
- c. Interesting
- d. Not usefull
- e. Not interesting

Don't do

12. Overall, how satisfied or dissatisfied are you with TWA Gunung Tunak ?

- a. Very satisfied
- ☒ b. Somewhat satisfied
- c. Neither satisfied nor dissatisfied
- d. Somewhat dissatisfied
- e. Very dissatisfied

13. How likely is it that you would recommend TWA Gunung Tunak to a friend or colleague?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

14. In your own words what are the things that you like the most about TWA Gunung Tunak ?

The View is very nice.  
The room is ok.  
Very quite

15. In your own words, what are the things you like to improve in TWA Gunung Tunak ?

The food is good, but small plates.  
No pancakes, No Toast....  
No place to stay outside.  
On the road no sign for the hotel.  
The price of the park.  
The road in the park.

-Thank you ☺-

<첨부4> 외국인 설문조사

PRODUCT QUALITY SURVEY TWA GUNUNG TUNAK

- What is your first reaction to TWA Gunung Tunak ?
 

a. Very positive	d. Somewhat negative
<u>b. Somewhat positive</u>	e. Very negative
c. Neutral	
- What do you think about to get to TWA Gunung Tunak ?
 

a. Very easy	<u>d. Not easy</u>
b. Easy	e. Very not easy
c. Neutral	
- How would you rate the quality of place in the TWA Gunung Tunak ?
 

a. Very high quality	d. Low quality
b. High quality	e. Very low quality
<u>c. Neither high or low quality</u>	
- Which of the following word would you use to describe TWA Gunung Tunak? Select all that apply.
 

<u>a. Educative</u>	e. Good value for money
b. Unique	<u>f. Overpriced</u>
c. Luxury place	g. Realeable
d. High quality	h. Poor quality
- What do you think about the TWA Gunung Tunak, do you think of it as something you need or don't need ?
 

a. Definintly need	d. Probably don't need
<u>b. Probably need</u>	e. Definintly don't need
c. Neutral	

*if with some improve*
- How would you rate the value for money of TWA Gunung Tunak cottage ?
 

a. Excellent	d. Below average
b. Above average	e. Poor
<u>c. Average</u>	
- How about Toilet service in TWA Gunung Tunak ?
 

a. Excellent clean	d. Not clean
<u>b. Clean</u>	e. Extremely not clean
c. Clean but smell bed	
- What do you think about deer sanctuary ?
 

a. Very interesting	d. Not interesting
<u>b. Interesting</u>	e. Boring
c. Neutral	
- What do you feel when visit Tunak Beach ?
 

a. Very excited	d. Low expectation
b. Happy	e. Very not excited
<u>c. Neutral</u>	

1

10. How clear does your guide explain about butterfly park ?

- a. Extremely clearly  
b. Very clearly  
c. Somewhat clearly  
d. Not so clearly  
e. Not all clearly

11. What do you think about making traditional herbs beverage activity?

- a. Extremely interesting  
b. ~~Extremely interesting~~  
c. Interesting  
d. Not use full  
e. Not interesting

Don't do .

12. Overall, how satisfied or dissatisfied are you with TWA Gunung Tunak ?

- a. Very satisfied  
b. Somewhat satisfied  
c. Neither satisfied nor dissatisfied  
d. Somewhat dissatisfied  
e. Very dissatisfied

13. How likely is it that you would recommend TWA Gunung Tunak to a friend or colleague?

1	2	3	4	<u>5</u>	6	7	8	9	10
---	---	---	---	----------	---	---	---	---	----

14. In your own words what are the things that you like the most about TWA Gunung Tunak ?

I like the quiet place with view on the sea, seeing the deers and wild butterflies.

15. In your own words, what are the things you like to improve in TWA Gunung Tunak ?

- Butterfly conservatory = no butterfly
- Price of the entrance = ~~not~~ overpriced for western!
- The Roads inside the park
- Advertising Hotel & restaurant and beaches in the park
- renting ~~by~~ bicycle to ride in the park
- have a small shop to sell beverages and snacks
- At the restaurant = nobody manage the team = we have to wait for too long and not every meal available and too small portions.

- On room terrace = must have 2 seats + 1 table + lounge chairs. -Thank you ☺-

- On restaurant terrace = make small beruga + table outside to enjoy the <sup>2</sup> sunset

- Put toilet paper in the bathroom

<첨부5> 시나리오 (Indonesia ver)

**TWA GUNUNG TUNAK ECO-TOURISM CENTER  
PANDUAN UNTUK TOUR GUIDE**

**I**

**HOTEL RECEPTIONIST**

**PERATURAN PERTAMA : SELALU TERSENYUM**

**MENYAMBUT TURIS/TAMU:**

Hello semua / Halo Bapak / Ibu....
Nama saya .....
Atas nama Taman Wisata Alam Gunung Tunak ...
Perkenalkan saya menyambut anda di Taman Wisata Alam Gunung Tunak
Silahkan nikmati minuman anda (Jus atau es the).....

**RECEPTIONIST**

Selamat pagi Bapak/ibu	(00.00 – 12.00)
Selamat siang Bapak/Ibu	(12.01 – 18.00)
Selamat petang	(18.00 – 23.59)
Bolehkah saya membantu anda ?	
Ini kunci kamar anda...	
Nomor kamar anda adalah	
Biarkan saya yang membawa barang anda ke kamar	
Sarapan dimulai dari jam 07.00 – 10.00 di Restoran	
Waktu check out jam 12.00 siang	

**PERTANYAAN YANG SERING DITANYAKAN**

TOURIST (PERTANYAAN)	RECEPTIONIST (JAWABAN)	
Apakah ada kamar yang tersedia untuk kami malam ini ?	YA, kami masih memiliki kamar untuk anda.	TIDAK, maaf kamar kami penuh untuk malam mini.
Berapa jumlah kamar yang tersedia mala mini ?	Kami memiliki tiga kamar yang tersedia mala mini.	Kami hanya memiliki 1 kamar tersedia.
Berapa harga kamar permalam ?	Harga kamar Rp.375.000 untuk satu malam.	
Jam berapa sarapan tersedia ?	Sarapan tersedia dari jam 07.00-10.00 di Restaurant.	
Bisakah kami membayar dengan kartu kredit?	YA, kami menerima kartu kredit sebagai pembayaran.	TIDAK, maaf kami hanya menerima pembayaran tunai.
Apakah disini tersedia WIFI ?	YA, WIFI hanya tersedia di area kantor saja.	TIDAK, maaf kami tidak memiliki koneksi WIFI, tapi anda biasa menggunakan sim card

		untuk mendapatkan koneksi internet.
Bagaimana kami bisa menuju Airport ?	Kami memiliki kendaraan untuk mengantar anda dari hotel menuju airport.	
Apakah biaya transport sudah termasuk dengan harga kamar ? jika belum, berapakah kami harus membayar ?	YA, ini sudah termasuk dengan biaya kamar.	BELUM, anda harus membayar Rp._____ untuk transport menuju Bandara.
Apakah ada ATM didekat sini ?	YA, anda bisa berjalan _____ meter untuk ke ATM.	TIDAK, ATM ada di KUTA. Anda harus menempuh 30 menit untuk kesana.
Apakah ada transportasi umum/utama disini ?	Tidak ada transportasi umum atau utama dari/ke TWA Gunung Tunak	Anda bisa menyewa Motor atau mobil Dengan harga Rp._____ per jam atau perhari.
Bisakah saya pindah ke kamar lain jika sesuatu terjadi atau ketika saya tidak merasa nyaman ?	YA, tentu saja. Kami akan memberikan kamar yang lebih baik.	-Maaf, tidak ada kamar yang tersedia untuk saat ini. Tapi kami akan memperbaiki secepatnya untuk kenyamanan Anda.  -Kami akan memperbaikinya hari ini dan anda akan dipindahkan ke kamar lain besok. Maaf untuk ketidaknyamanannya.

#### **MENAWARKAN/ MEMBERI SARAN :**

Apakah anda punya kegiatan untuk hari ini / besok ?
Apakah anda butuh kasur tambahan ?
Apakah anda ingin pegawai kami membersihkan kamar anda ?
Apakah anda perlu handuk baru ?
Apakah anda perlu transport ke Kuta atau ke Bandara ?
Apakah anda ingin memesan program tur untuk hari ini / besok ?
- Aktivitas kami di TWA Gunung Tunak adalah berkemah, mengunjungi Pusat Penangkaran Kupu-kupu, Penangkaran Rusa, dan Pantai Bile Sayak. Anda juga bisa merasakan pengalaman memasak makanan khas Lombok, jajanan serta cara membuat kopi traditional Lombok.
- Jika anda berminat, kami bisa menjadwalkannya untuk anda!

**KALIMAT PENUTUP:**

TERIMA KASIH, sudah tinggal bersama kami.
Silahkan periksa kembali barang – barang anda sebelum meninggalkan kamar.
Biarkan pegawai kami membantu membawakan barang anda ke mobil.
Tolong tuliskan pengalaman terbaik anda selama bersama kami. Semoga hari anda menyenangkan!

**II****ORIENTASI UNTUK TOUR PROGRAM DI TWA GUNUNG TUNAK****KALIMAT PEMBUKA:**

Guide/ Staff:

- Hello, Hi.. semua
- Sebelum kita memulai tur hari ini, ijin saya untuk memperkenalkan diri terlebih dahulu.
- Atas nama TWA Gunung Tunak, Nama saya \_\_\_\_\_, saya akan menjadi pemandu anda hari ini.

**PENJELASAN TEMPAT :**

- Di Tanggal 4 – 8 maret 2018, delegasi dari Korean Forest Service (KFS) mengadakan sebuah misi di Lombok, Indonesia sebagai upaya kerjasama bilateral.
- Delegasi bersama dengan perwakilan kedutaan Besar Korea di Indonesia dan Korea Indonesia Forest Center (KIFC) datang dalam acara pembukaan TWA Gunung Tunak Pusat Rekreasi Ekowisata berbasis komunitas, yang berlokasi di bagian selatan pulau Lombok, Desa Mertak, Kecamatan Pujut, Kabupaten Lombok Tengah, Provinsi Nusa Tenggara Barat.
- Project Tunak Center sudah didesain sejak 2015 dibawah kerjasama bilateral antara Korea Forest Service (KFS) dan Kementrian Kehutanan Indonesia. Kedua belah pihak setuju untuk bersama meningkatkan untuk menambah kerjasama dalam bidang ekowisata, dan untuk mendorong hubungan yang lebih baik melalui pertukaran ahli yang relevan dan resmi dalam ekowisata. Taman ekowisata Tunak punya potensi untuk dikembangkan sebagai model Ekowisata rekreasi hutan dan pariwisata berbasis komunitas di wilayah ini.
- Aktivitas kami di Tunak Center adalah camping, mengunjungi pusat Kupu-kupu, penangkaran rusa, pantai Bile Sayak. Anda juga bisa mendapat pengalaman bagaimana memasak makanan tradisional Lombok dan jajanan, dan bagaimana membuat kopi tradisional Lombok. Selamat menikmati!

**PERTANYAAN YANG SERING DITANYAKAN**

KEMUNGKINAN PERTANYAAN	JAWABAN
Berapa banyak uang yang kami bayar untuk tiket masuk ?	100.000 rupiah untuk tamu asing, dan 5.000 rupiah untuk tamu local. Tetapi kamu bisa masuk gratis jika kamu menginap di Tunak Cottage.
Berapa lama aktivitas di penangkaran rusa ?	Sekitar 10 – 20 menit.
Seberapa jauh pantai Bile Sayak dari Hotel ?	Jarak dari hotel ke pantai Bile Sayak adalah 1 kilometer.
Apakah kita akan melakukan semua aktivitas ?	- Ya, kita akan melakukannya semua. -Tidak, kita tidak akan melakukan kegiatan karena cuaca yang buruk.
Apa aktivitas yang bisa kami lakukan di penangkaran rusa dan pusat pembelajaran kupu – kupu ?	- Anda bisa memberi makan rusa dan mengambil gambar. - Anda bisa melihat berbagai macam jenis kupu – kupu.
Apa jenis makanan yang akan kita masak ?	-Kami punya tiga pilihan jenis, silahkan pilih : <ul style="list-style-type: none"><li>- Celilong</li><li>- Tunak Ikan Kari</li><li>- Soup kacang hitam ( Lebui)</li></ul>
Bolehkan kami memanen kopi sendiri ?	-Tidak, kita tidak akan memanen kopi disini. Tapi kita bisa menggilingnya disini.
Apakah kita akan memanggang kopi disini ?	- Tidak, kita tidak akan memanggang kopi, tapi anda bisa meracik dan mencicipi kopi Lombok.

**MENAWARKAN AKTIVITAS :**

Apakah anda memiliki ide untuk memilih aktivitas hari ini ?
Apakah anda ingin gabung dalam grup atau melakukan aktivitas sendiri ?
Apakah anda ingin melakukan aktivitas di pagi atau siang hari ?

**KALIMAT PENUTUP :**

Terimakasih sudah bergabung bersama aktivitas kami.
Tolong tinggalkan komentar tentang aktivitas anda hari ini.
Sampai bertemu kembali, dan semoga hari anda menyenangkan.

### III

#### ORIENTATION UNTUK RESTAURANT

##### KALIMAT PEMBUKA:

Staff:

- Hello Sir/ Madam!
- Selamat sore! / Selamat siang! / Selamat petang!
- Selamat datang di Restaurant kami!
- Ada yang bisa saya bantu? (sambil menawarkan menu kepada tamu)
- *\* Selalu beritahu kepada tamu jika ada makanan yang tidak tersedia dalam menu*
- Menu special kami adalah \_\_\_\_\_. Saya sangat merekomendasikan ini!
- Berikut adalah menu kami. Apa yang anda ingin pesan? Ini akan membutuhkan 10 -15 menit sebelum disajikan
- Anda ingin minum apa? Saya akan menghidangkannya terlebih dahulu!

(Setelah 15 – 20 menit)

- Ini makanan anda! Terimakasih sudah menunggu
- Apakah anda suka dengan makanannya? Bagaimana rasanya?

##### PERTANYAAN YANG SERING DITANYAKAN

KEMUNGKINAN PERTANYAAN	JAWABAN
Apa menu untuk hari ini?	Kami punya _____ untuk sarapan. Kami punya _____ untuk makan siang. Dan kami punya _____ untuk sarapan.
Ini makanan apa?	Ini adalah _____.
Terbuat dari apa makanan ini?	Makanan ini terbuat dari _____.
Apa anda sebut untuk makanan ini ?	Makanan ini disebut _____.
Bagaimana rasanya?	Pedas/Manis/Asin/Kecut
Apakah lezat?	Ya, ini lezat
Apa makanan rekomendasi anda?	Saya rekomendasikan _____ masakan sepecial kami hari ini!
Apa itu "finger fish"? Apakah pedas?	Finger fish adalah _____.
Apakah anda punya jus buah kelapa segar?	-Ya, kami punya jus buah kelapa segar. -Maaf, kami hanya punya jus nanas dan pisang untuk saat ini.
Apa menu makanan laut yang tersedia hari ini?	-Ya, kami punya udang dan ikan lokal. - Maaf, kami tidak punya makanan laut untuk hari ini, tapi anda bisa mendapatkannya besok.
Apakah anda memiliki lobster?	- Ya, anda beruntung hari ini. - Maaf, kami tidak memiliki lobster hari ini.

#### KATA – KATA YANG SERING DIGUNAKAN PADA RESTAURANT

Can we order this food?	:	Bisakah kami <b>memesan</b> makan ini ?
Breakfast	:	Sarapan
Lunch	:	Makan Siang
Dinner	:	Makan malam
Delicious	:	Enak
Spoon	:	Sendok
Fork	:	Garpu
Fried	:	Goreng/digoreng
Grilled	:	Dibakar/dipanggang
Pancake	:	Pancake
Egg	:	Telur
Toast	:	Roti Panggang
French Fries	:	Kentang Goreng
Plate	:	Piring
Raw	:	Mentah
Boil	:	Rebus
A cup of coffee	:	Secangkir kopi
Sugar	:	Gula
Bill	:	Nota

#### KALIMAT PENUTUP:

Apakah anda suka makannya?
Bagaimana rasa makanannya?
Kami berharap anda menikmati makanannya, semoga hari anda menyenangkan!

#### IV

#### ORIENTASI UNTUK PUSAT PEMBELAJARAN KUPU-KUPU

#### KALIMAT PEMBUKA:

- Halo semua, Nama saya \_\_\_\_\_ saya akan menjadi pemandu anda hari ini.
- Atas nama TWA Gunung Tunak, saya ingin mengucapkan selamat datang di Pusat Pembelajaran kupu – kupu.

#### **MENJELASKAN KUPU - KUPU:**

- Siapa yang suka dengan kupu-kupu? kenapa? Ada yang tahu tentang 'metamorphosis'?  
Lihat gambar berikut, ada 4 bagian dari metamorphosis kupu - kupu.

- **Fase Telur**

Pada fase ini kupu-kupu betina akan selektif dalam memilih daun tanaman yang akan dijadikan tempat menaruh telur. Hal ini dilakukan agar mendapatkan jenis daun kesukaan ulat. Setiap jenis kupu-kupu memiliki perbedaan dalam memilih daun.

Induk kupu-kupu akan meletakkan telurnya pada ujung daun atau pada bagian bawah. Ukuran telurnya sangat kecil dan memiliki warna putih. Tahap telur sampai menetas membutuhkan waktu sekitar 3 sampai 5 hari. Ulat kecil akan membuat lubang pada telur untuk keluar.

- **Fase Larva & Ulat**

Larva merupakan nama lain dari ulat yang nantinya menjadi kupu-kupu. Sebelum memiliki bentuk yang indah, bentuk tubuh pada fase cenderung membuat orang yang melihatnya geli.

Makanan ulat berupa daun-daun yang menjadi tempat telur tadi ditempatkan. Pertumbuhan hewan ini sangat cepat, sehingga membuatnya melakukan pergantian kulit secara alami. Proses mengganti kulit pada ulat disebut dengan molting.

Umumnya ulat akan berganti kulit sekitar 4 sampai 6 kali sebelum nantinya akan menjadi kepompong. Saat larva atau ulat ini sudah merasa ukuran tubuh mencapai batas maksimal maka dengan sendirinya akan berhenti makan. Selanjutnya hewan ini akan menjadi tempat berlindung dan berubah menjadi kepompong.

- **Fase Kepompong atau Pupa**

Bila dilihat dari bentuknya, pupa memiliki lapisan kulit yang lembut dengan warna coklat atau hijau. Dengan corak tubuh seperti itu merupakan bentuk dari kamuflase hewan ini terhadap lingkungan.

Pada tahapan ini pupa akan nampak sedang berdiam atau istirahat. Tapi pada dasarnya hewan ini sedang mengalami proses pembentukan kupu-kupu. Lama waktu pada tahap ini kurang lebih 7 sampai 20 hari.

- **Fase Kupu – kupu**

Pada fase ini ulat yang berada di dalam kepompong berubah menjadi kupu-kupu. Seperti yang kita tahu hewan ini memiliki bentuk tubuh yang indah. Pada awal kupu-kupu keluar

dari kepomponya akan tampak memiliki sayap yang kusut dan kecil. Selain itu, sayap juga tampak basah dan masih ada bagian cangkong kepompong yang menempel.

Sebuah penelitian mengatakan bahwa cairan tersebut merupakan cairan yang keluar ketika kupu-kupu keluar dari kepompong. Dengan memiliki fungsi untuk membantu kupu-kupu untuk membentangkan sayapnya serta pertumbuhan tubuhnya. Cairan itu dinamakan Hemolymph.



Gambar: Siklus hidup kupu-kupu

#### PERTANYAAN YANG SERING DITANYAKAN

Kemungkinan Pertanyaan	Jawaban
Berapa banyak species kupu-kupu yang ada disini?	Kami punya 45 spesies kupu -kupu di Lombok
Kenapa jumlah kupu-kupu hanya sedikit?	Jumlah kupu – kupu akan sedikit disaat musim kemarau, tetapi anda bisa melihat jumlah mereka banyak saat musim hujan. Musim kemarau di Indonesia berlangsung dari ____ sampai ____ sementara musim hujan berlangsung dari ____ sampai ____.
Kenapa anda memilih bunga dan tanaman ini untuk ditaman didalam tempat ini?	Tanaman ini adalah tempat dimana kupu-kupu meletakkan telurnya, dan sebagian merupakan makanan untuk mereka.
Kenapa anda memiliki air dan kolam yang kecil didalam tempat ini ?	Untuk menjaga temperature ditempat ini aman dan tidak terlalu panas, karena kupu-

	kupu tidak bisa hidup jika terlalu panas. Dan juga untuk menghalangi pemangsa masuk.
Berapa banyak daun yang dimakani oleh larva/ulat dalam satu hari?	Larva / ulat butuh banyak makanan, mereka dapat makan 3 – 4 lembar daun dalam sehari.
Berapa lama siklus hidup dari kupu-kupu?	Maksimum 6 minggu atau kurang lebih 40 hari.
Apakah kupu-kupu tidur di malam hari?	Ya, kupu –kupu juga tidur, tetapi tidak seperti manusia. Mereka biasanya tertidur di malam hari, tetapi mereka tidak menutup mata karena tidak mempunyai kelopak mata. Mereka juga tidak bisa bermimpi.

#### FAKTA TENTANG KUPU-KUPU:

- Pada keadaan umum, kupu-kupu memiliki siklus hidup yang pendek antara 6 minggu atau 40 hari. Kupu-kupu jantan akan mati setelah melakukan reproduksi, dan kupu-kupu betina akan mati setelah bertelur.
- Kupu-kupu juga merupakan indikator dari kualitas udara dan lingkungan disekitar. Kapan pun anda melihat banyakk kupu-kupu disuatu tempat, itu artinya kualitas lingkungan dan udara ditempat tersebut bagus
- Kupu –kupu juga tidur, tetapi tidak seperti manusia. Mereka biasanya tertidur di malam hari, tetapi mereka tidak menutup mata karena tidak mempunyai kelopak mata. Mereka juga tidak bisa bermimpi. Sementara larva/ulat tidak tidur, mereka hanya makan dan makan.
- Kupu – kupu memiliki sekitar 12.000 mata.

#### KALIMAT PENUTUP:

- Apa yang anda pikirkan tentang kupu-kupu?
- Apakah ini menaraik menurut anda?
- Apa yang dapat anda pelajari dari pusat pembelajaran kupu-kupu ini?
- Tolong berikan komentar tentang kegiatan ini
- Terimakasih untuk waktu anda mengikuti kegiatan ini. Semoga hari anda menyenangkan!

## ORIENTASI UNTUK PENANGKARAN RUSA DAN TAMAN KAMPING

### KALIMAT PEMBUKA:

- Halo semua, nama saya \_\_\_\_\_!
- Atas nama TWA Gunung Tunak, saya mengucapkan selamat datang di penangkaran rusa.

### PENJELASAN TENTANG RUSA:

- Rusa Jawa atau Rusa Sambar adalah rusa asli dari Indonesia. Populasinya diketahui berada luas dibagian selatan.
- Balai Taman Nasional Sumber Daya Alam Nusa Tenggara Barat (NTB) memperkirakan populasi Rusa Timor (*Cervus Timorensis*) yang masih bertahan hidup di wilayah itu kini tinggal 900 ekor.
- Perkiraan jumlahnya sudah jauh berkurang. Boleh dikatakan sudah masuk hewan hampir punah, berkurangnya populasi Rusa Timor di wilayah itu tak terlepas dari aktivitas perburuan liar dan rusaknya lahan hutan yang merupakan habitat asli para hewan yang dilindungi itu.
- Saat ini, BKSDA memberikan peluang kepada masyarakat untuk memelihara Rusa Timor dengan memberikan izin penangkaran. Pemberian izin penangkaran ini sebagai upaya kita mencegah Rusa Timor dari kepunahan.
- Selain membuat penangkaran, upaya lain yang dilakukan BKSDA NTB yakni pengembangbiakan secara alamiah di lokasi Wisata Alam Gunung Tunak, Kabupaten Lombok Tengah. Total jumlah Rusa Timor yang ada di penangkaran mencapai 410 ekor, dengan jumlah penangkar yang sudah mendapatkan izin resmi sebanyak 57 penangkaran.

### PERTANYAAN YANG SERING DITANYAKAN

KEMUNGKINAN PERTANYAAN	JAWABAN
Berapa jumlah rusa yang ada ditempat ini?	Kami memiliki ____ rusa disini.
Dari mana rusa – rusa ini berasal	Rusa rusa ini berasal dari bagian timur.
Apakah anda bisa mengidentifikasi mana rusa jantan dan betina ? siapa yang bisa melakukannya?	Rusa betina memiliki leher yang panjang dan tanduk yang pendek, kebanyakan mereka tidak punya tanduk. Rusa jantan memiliki

	leher yang lebih pendek dan tanduk yang panjang.
Apakah kami bisa memberi makan rusa?	Ya, anda bisa memberi makan, tetapi hati-hati
Apakah anda melihat rusa yang dipisahkan disana?	Rusa yang dipisahkan adalah rusa baru, mereka belum nyaman untuk berbaur dengan kelompok rusa lain.
Apakah anda tahu rusa liar datang ke tempat ini untuk mengunjungi rusa dipenangkaran ini?	Ya, Rusa liar lain datang setiap malam.
Berapa lama rusa ini akan tinggal didalam kandang sebelum dilepas bebas?	Ini akan memakan waktu selama _____ bulan.

#### KATA – KATA DALAM PENANGKARAN RUSA:

Herbivore	Hewan pemakan tumbuhan
Antler	Tanduk
Diurnal	Hewan yang aktif pada siang hari
Nocturnal	Hewan yang aktif pada malam hari
Buck	Rusa jantan
Feeding	Memberi makan

#### KALIMAT PENUTUP:

Bagaimana menurut anda tentang penangkaran rusa ini?
Apakah informasi yang diberikan jelas?
Apakah anda punya pertanyaan atau penjelasan lain?
Terimakasih telah ikut dengan program ini. Sampai jumpa lagi!

#### INFORMASI TENTANG ELANG BONDOL:

Elang Bondol, (*Haliastur indus*), juga dikenal sebagai elang laut merah di Australia, adalah burung pemangsa berukuran sedang di dalam keluarga *Accipitridae*, yang juga mencakup banyak burung raptor *diurnal* lainnya, seperti elang, dan *harriers*. Mereka ditemukan di sub benua India, Asia Tenggara, dan Australia. Mereka ditemukan terutama di pantai dan di lahan basah pedalaman, di mana mereka memakan ikan mati dan mangsa lainnya. Elang dewasa memiliki bulu tubuh berwarna coklat kemerahan yang kontras dengan kepala dan bagian dada putih yang membuat mereka mudah dibedakan dari burung pemangsa lainnya.

Elang ini diselamatkan dari pemburu liar sehingga dia kehilangan naluri berburunya. Anda dapat melihatnya lebih dekat tetapi selalu berhati-hati dan jaga jarak Anda!

## TAMAN KAMPING

### KALIMAT PEMBUKA:

- Hello semua!
- Atas nama TWA Gunung Tunak, saya mengucapkan selamat datang di Taman Camping
- Kami menyediakan, tenda, matras (kasur lipat) dan sarapan

### PENJELASAN TAMAN KAMPING:

Luas taman camping kami adalah 200 meter persegi, dan anda bisa menggunakannya untuk aktivitas luar seperti soft tracking, mengamati burung, memanggang makanan, dan aktivitas luar lainnya.

Kami juga memiliki 8 tenda, 25 matras (kasur lipat) dan 25 kantung tidur. Jangan khawatir terdapat juga dua toilet dan pengamanan 24 jam di camping area.

### PERTANYAAN YANG SERING DITANYAKAN

Kemungkinan pertanyaan	Jawaban
Apakah aman untuk menginap disini ?	-Ya, kami punya penjaga hutan 24 jam.
Dimana letak toilet ?	-Terdapat dua toilet yang ditempat ini.
Berapa biaya untuk satu buah tenda? Biaya untuk matras dan kantung tidur?	-Satu tenda _____Rupiah untuk pemakaian 1 malam. - Satu kantung tidur _____Rupiah dan satu matras _____ Rupiah.
Kegiatan apa yang bisa kami lakukan ditempat ini?	-Anda bisa menikmati matahari terbit dan tenggelam. - soft tracking, mengamati burung, memanggang makanan dan _____ - Menanam pohon

### KATA-KATA DALAM KAMPING

Tent	:	Tenda
Mattress	:	Kasur
Sleeping bag	:	Kasur Gulung
Backpack	:	Tas Punggung
Boots	:	Sepatu
Map	:	Peta
Knife	:	Pisau
Ant	:	Semut
Fire	:	Api
Lantern	:	Lampu pijar
Flashlight	:	Senter

Compass	:	Kompas
Forest	:	Hutan

#### KOPI TRADISIONAL LOMBOK

Bagaimana cara membuatnya?

1. Panaskan secangkir air. ...
2. Masukkan 1 atau 2 sendok teh kopi hitam. ...
3. Larutkan kopi bersama satu sendok makan air dingin. ...
4. Tuang air panas kedalam cangkir. ...
5. Campur dengan gula/madu and rempah (kayu manis, kapulaga, cabai jawa, jinten hitam dan beras ketan)...
6. Aduk kopi anda dan sajikan.

**Cinnamon** | rempah populer yang dapat mendukung kadar gula darah sehat, mendukung respons peradangan yang sehat, dan juga dapat bertindak seperti antioksidan.

**Kapulaga** | itu memiliki banyak manfaat kesehatan yang dikenal termasuk mendukung saluran pencernaan.

**Java Chili** (*Piper retrofractum* Vahl) Nama umum dari *retrofractum* Piper disebut Cabai jawa. Ini adalah spesies farmasi yang luar biasa yang tumbuh secara alami di Indonesia, Malaysia, Thailand, Vietnam dan India. Pembuatan minuman dari buah cabai Jawa telah lama digunakan oleh masyarakat Indonesia untuk bersantai, memulihkan kekuatan tubuh, memperbaiki tidur. Tumbuhnya cabai Jawa sebagai tanaman komersial di Pulau Jawa dan pulau-pulau lain di Indonesia dianggap sebagai harta nasional sebagai sumber daya alam.

**Jinten hitam** mungkin juga meningkatkan kadar kolesterol pada penderita diabetes. Dosis 2 gram setiap hari tampaknya diperlukan untuk manfaat apa pun. Tekanan darah tinggi. Penelitian menunjukkan bahwa mengonsumsi jinten hitam melalui mulut dapat mengurangi tekanan darah dengan jumlah yang sedikit.

**Beras Ketan** Ini banyak digunakan sebagai bahan untuk berbagai macam camilan manis, gurih atau terfermentasi

## VII

### KELAS MEMASAK

#### KALIMAT PEMBUKA:

- Halo semua!
- Atas nama TWA Gunung Tunak, saya mengucapkan selamat datang di kelas memasak.
- Nama saya \_\_\_\_\_ dan hari ini saya akan menjelaskan tentang menu kita

#### A. CELILONG (Jajan /Kue Traditional )

##### Tentang Celilong:

Kita akan membuat jajanan tradisional Lombok yang disebut "Celilong". Teksturnya lembut dan memiliki rasa yang manis. Bahan utama dari jajanan ini adalah Ubi kayu atau singkong.

##### Bahan - bahan:

- 500 grams ubi kayu.
- 200 ml santan kelapa
- 200 grams gula merah
- ½ sendok teh garam
- 100 ml air
- Daun pisang untuk membungkus

##### Cara membuat:

1. Parut ubi kayu sesuai kebutuhan.
2. Tambahkan garam, santan and air dan bentuk adonan.
3. Rebus air didalam panci.
4. Ambil satu sendok makan adonan, tambahkan gula merah ditengah.
5. Gulung dan bungkus dengan daun pisang.
6. Kukus kurang lebih 10 – 20 menit.
7. Sajikan dengan kopi dan the panas.

#### PERTANYAAN YANG SERING DITANYAKAN

Kemungkinan Pertanyaan	Jawaban
Apa nama makanan ini?	Makanan ini bernama Celilong.
Apa bahan utama untuk membuat makanan ini?	Bahan utama untuk membuat makanan ini adalah ubi kayu (singkong).
Berapa lama kita harus mengukus makanan ini?	Membutuhkan 10 – 20 menit untuk mengukus makanan ini.
Bisakah kita membeli makanan ini di pasar?	Ya, anda bisa membeli makanan ini dipasar.

#### **PERTANYAAN YANG SERING DITANYAKAN**

<b>Kemungkinan Pertanyaan</b>	<b>Jawaban</b>
Berapa dalam laut di Pantai Bile Sayak?	Ini sangat dalam, kamu bisa melihat dari warna yang ada. Biru kehitaman menandakan lautnya sangat dalam.
Bolehkah kami berenang disini ?	Saya tidak merekomendasikan anda untuk berenang disini.
Apakah aman untuk berselancar disini?	Seperti yang sudah saya katakan, tidak direkomendasikan untuk surfing disini.

#### **KALIMAT PENUTUP:**

- Apakah anda suka pantai ini?
- Apa bagian yang anda suka dari pantai ini?
- Apakah bisa kita kembali ke hotel sekarang?
- Terimakasih untuk hari ini. Saya berharap bisa bertemu kembali!

#### **IX**

#### **TAMU MENINGGALKAN HOTEL/TWA GUNUNG TUNAK**

##### **Versi I**

Terimakasih sudah menginap di tempat kami, kami harap anda menikmati dan mendapat pengalaman yang menyenangkan.

Tolong jangan lupa meninggalkan review anda buat kami. Itu sangat membantu untuk meningkatkan kualitas layanan kami

Sampai jumpa....

Berikan link social media anda :

Facebook:

Instagram:

#### Version II

-Apakah anda masih ingat nama saya ? saya harap masih, karena ini adalah hari terakhir anda di TWA Gunung Tunak

Semoga anda menikmati pengalaman tinggal di Tunak. Terimakasih banyak sudah datang kesini dan mencoba program dari travel kami. Sebenarnya kami tidak ingin mengucapkan selamat jalan, tetapi sampai jumpa kembali di lain waktu ! hati hati

Berikan link social media anda:

Facebook:

Instagram:

#### PANDUAN

**Apa yang turis harapkan dari seorang tour guide ?**

**Bagaimana menjadi seorang guide yang bagus.**

1. Baca dan dengar! Seorang guide yang bagus punya banyak pengetahuan tentang negaranya, tahu tentang sejarah, agama, budaya, pariwisata, alam dan tradisi. Turis mungkin akan menanyakan banyak hal
2. Menguasai apa yang akan kamu jelaskan kepada turis saat melakukan aktivitas. Milikilah penjelasan yang sudah baku. Anda bisa merubahnya sesuai keadaan dilapangan.
3. Berpakaian yang rapi dan jaga kebersihan pribadi. Sebagai guide, anda adalah wajah perusahaan. Dan anda bertanggung jawab untuk memberi kesan tentang tunak center.
4. Selalu terorganisir! Berikan informasi kepada konsumen tentang waktu, tempat dan barang-batang yang mereka harus bawa, keadaan lingkungan. Jangan biarkan mereka menebak, lebih baik beritahukan mereka. Berapa lama aktivitas akan berlangsung, dan kapan mereka akan kembali ke rumah/penginapan.

5. Tepat waktu! Saat anda menjemput tamu, usahakan 5 – 10menit datang lebih awal. Jadi mereka tidak harus menunggu anda!
6. Mulailah hari anda dengan perkenalan, perkenalkan diri anda kepada konsumen, beritahu mereka tentang rencana hari ini. Doa kan semoga hari mereka menyenangkan dan beritahu mereka kalau mereka bisa bertanya apapun kepada anda!
7. Jadilah akrab dan sopan! Bicara yang jelas.
8. Saat anda berada didalam mobil, beritahu mereka tentang sekitar. Sebelah kanan kami memiliki....., dalam beberapa menit kita akan....., kita akan melewati....., juga kalau anda memiliki cerita yang unik, ceritakan ke mereka. Turis suka mendengar cerita – cerita yang seru.
9. Adaptasikan informasi anda kepada konsumen, jika anda merasa mereka tertarik pada sejarah, berikan mereka beberapa fakta sejarah. Tetapi harus hati-hati, bukan tentang nama dan tanggal, tetapi gabung dengan cerita lucu, seperti kisah seseorang, atau cerita tentang tur yang telah berlangsung.
10. Bicara dua arah, anda tidak mau hari anda menjadi monolog. Tanyakan pertanyaan kepada turis tentang aktivitas. (Contoh : berapa umur gedung ini menurut anda ? berapa lama menurut mu bangunan ini dibangun?)
11. Jangan hanya bicara saja, tapi tanyalah beberapa pertanyaan. Dari mana konsumen anda berasal? Berapa lama anda tinggal di Lombok? Apa yang mereka suka sejauh ini ? Jangan malu-malu, tapi mulailah untuk tahu mengenai konsumen anda sedikit demi sedikit. (ngobrol di mobil, selama jalan kaki, selama makan siang).
12. Jadilah antusias, jika kamu tidak suka tempat dimana kamu membawa mereka, kenapa kamu harus membawa kesana ?
13. Konsumen adalah raja, cobalah menolong mereka sebisa mu. Berhenti sebentar jika dibutuhkan, berhenti untuk membeli buah yang mereka suka.
14. Jika konsumen bertanya sesuatu, dan kamu tidak tahu jawabannya, jangan katakan tidak tahu. Jangan bilang sesuatu yang dibuat-buat, katakan kepada mereka kamu tidak yakin, dan kamu akan mencari jawabannya dan kembali kepada mereka.

15. Akhiri hari dengan kesan yang indah. Berterimakasih kepada turis yang sudah datang kepada anda. Tanyakan kepada mereka apakah mereka senang? Katakan semoga bisa bertemu dengan mereka kembali.
16. Teruslah belajar dan meningkatkan kemampuan guide anda. Anda selalu bisa menanyakan saran dari konsumen anda.
17. Selalu akhiri tur anda dengan senyum yang lebar!

