

CURRICULUM VITAE

Personal Information

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Gender Female

Birth Place, Date Jakarta, March 5, 1985

Religion Buddha

Formal Education

Batch 2007 – Information Systems
Universitas Bina Nusantara – BiNus International
Jakarta, Indonesia

June 2000 – June 2003
Senior High School, Science Class (IPA)
Kemurnian II, Jakarta, Indonesia

Informal Education

Mandarin course – Universal Language Program
Jakarta, Indonesia

HOTEL/TOURS

CITY	NAME OF HOTELS / TOUR	TYPE OF ROOMS	IN	OUT	BOOKED BY	DATE	CFMD BY	DATE	REMARKS

FARE-CALCULATION :

CONFIDENTIAL FOR SELLING :

- ROUTE	:
- CLASS	:
- PUBLISHED FARE	: USD
- NETT TO AIRLINE	: USD
- SELLING PRICE	: USD
- TAX (IF ANY)	: USD

Note: If your answer is/are 'a/b/c/e', you can go to the next question.
If your answer is 'd', you can go to question No. 7.

6. What is the Internet connection technology that you use?
 - a. Dial-up
 - b. Broadband
 - c. ADSL
 - c. GPRS
 - d. Other

7. From whom do you know Mitha Tours & Travel?
 - a. Brochure
 - b. Friend
 - c. Family
 - d. College
 - e. Other

8. Is it easy for you to get information about tours and travel products and services of Mitha Tours & Travel?
 - a. Very easy
 - b. Easy
 - c. Easy enough
 - d. Difficult

9. What kind of products and services do you usually acquire?
 - a. Tour package
 - b. Flight ticket
 - c. Hotel information
 - d. Document (visa, passport, KIMS, KITAS)
 - e. Other

10. How do you usually ask for information about Mitha Tours & Travel products and services?
 - a. By phone
 - b. Directly come to the office
 Your reason

11. Have you ever do online payment from Internet?
 - a. Yes
 - b. No

Note: If your answer is 'a', you can go to the next question.
If your answer is 'b', you can go the question No. 13

12. What kind of payment do you usually use? (You answer can be more than 1)
 - a. Credit card
 - b. Mobile banking
 - c. e-banking
 - d. Other

13. Do you have any personal account?
 - a. Yes
 - b. No

II. Website's features to be designed.

How to answer: put a tick (√) in the provided box for each answer that you think is appropriate.

Note: **SS** = Strongly agree **S** = Agree **TS** = Disagree **STS** = Strongly disagree

No.	Statement	SS	S	TS	STS
1.	Mitha Tours & Travel need to create web-based reservation and sales support system.				

2.	Company profile need to be added in the Website.				
3.	Informasi mengenai paket tour perlu disediakan di dalam Website.				
4.	Online tour package reservation (via credit card) needs to be added as one option of the payment system.				
5.	Hotel information needs to be put in the Website.				
6.	The website should provide flight schedule.				
7.	Online flight ticket reservation needs to be added as one option of the payment system.				
8.	The website should provide promo event offer.				
9.	The website should assign critics and suggestions form customer.				
10.	As there is a Website of Mitha Tours & Travel, it will ease me to acquire information about tours and travel products and services offer.				
11.	Through the Website, I can know Mitha Tours & Travel company profile.				
12.	I will visit the Website to know information about tour package offer.				
13.	It is nice if there is an online tour package reservation system provided as one of the purchasing method.				
14.	I will visit Mitha Tours & Travel Website to know flight schedule.				
15.	It is nice if there is an online flight ticket reservation system provided as one of the purchasing method.				
16.	I will visit the Website to acquire hotel information (address and phone number)				
17.	I will visit Mitha Tours & Travel Website to know Mitha Tours & Travel promo event offer.				
18.	I will visit Mitha Tours & Travel to deliver my critics and suggestions.				
19.	If Mitha Tours & Travel make web-based reservation and sales support system, I will enthuse to visit it.				
20.	I will be so thankful if Mitha Tours & Travel can give information about promo event offer through my personal e-mail account.				

APPENDIX D

EXTERNAL SYSTEM (WEBSITE) EVALUATION

I. Performance

1. Does the designed Website give you complete features?
 - a. Yes.
 - b. No.
2. Does the designed Website's content give you adequate information?
 - a. Yes.
 - b. No.
3. Does the designed Website help you to perform the reservation?
 - a. Yes.
 - b. No.
4. Once you visit the Website, will you visit it again at other time?
 - a. Yes.
 - b. Depends on occasion.
 - c. No.
5. Do you satisfy with the designed Website generally?
 - a. Yes.
 - b. In average.
 - c. No.

- Do you have any suggestion to improve the performance issue?

II. Design and Layout

6. What is your first impression once you see the Website's layout design?
 - a. Attractive.
 - b. Plain/ in average.
 - c. Simple.
 - d. Complex.
 - e. Other _____.

7. Do you find the design of the Website pleasant?
 - a. Yes.
 - b. In average.
 - c. No.

8. Can you easily navigate through the designed Website?
 - a. Yes.
 - b. No.

9. Can you easily read the text?
 - a. Yes.
 - b. No.

- Do you have any suggestion to improve the design issue?

APPENDIX E

INTERNAL SYSTEM EVALUATION

I. Performance

1. Does the designed system reduce paper-work occurred in reservation and sales system?
 - a. Yes.
 - b. No.
2. Does the designed system improve reservation and sales system process more **efficient** (faster)?
 - a. Yes.
 - b. No.
3. Does the designed system improve reservation and sales process more **effective** (easier)?
 - a. Yes.
 - b. No.
4. Does the designed system give enough features?
 - a. Yes.
 - b. No.
5. Do you satisfy with the designed system generally?
 - a. Yes.
 - b. No.
6. What do you think if the designed system is implemented?
 - a. I'm very happy, because the designed system helps reducing my work load.
 - b. Fair.
 - c. I don't agree.

- Do you have any suggestion to improve the performance issue?

II. Design and Layout

7. What is your first impression about the system's layout design?

- a. Attractive
- b. Simple
- c. Complex
- d. Other _____

8. Do you find the interface design of the system pleasant?

- a. Yes.
- b. In average.
- c. No.

9. Can you easily navigate through the system?

- a. Yes.
- b. No.

10. Can you easily read the text?

- a. Yes.
- b. No.

• Do you have any suggestion to improve the design issue?
