

## Appendix 1.

### Transcript Researchers conduct interviews Via WhatsApp with Staff Hotel Holiday Inn Resort Baruna Bali

**Hotel Staff Name** : Aries Susanto

**Position** : The Manager of Front Office

#### Trancript

	<b>Conversation</b>	<b>Text / Voice Note</b>
Researcher	Good morning Mr. Aris, Sorry to bother, I want ask about the job of Front Office Manager. Can you explain sir?	Text
The Manager of Front Office	Good morning Krisna, Sorry I just finished resting for a while I will explain	Text
The Manager of Front Office	There are some general directions of Front Office Manager guest registration, porters, business center, telephone services, concierge services or guest bookings will be handled by the manager of front office. Also, in order to optimize performance and to maximize guest satisfaction by complying with guest service requirements, the manager should fulfill the human resources role in ensuring the personnel selection, training, advice and the programs of recognition.	Voice Note
The Manager of Front Office	The Manager of Front Office must be guarantee that all transactions are completed securely, Train the members about the procedures of PBX as a main communications point for emergency situations, Responsible to offer safety & security aspects, ensure that credit procedures are properly carried out, Compile statistics for the front office and provide reports relating to that area, Continually check the accuracy of room count, Maintain all procedures and adheres to them within the	Voice Note

	IHG guidelines, prepare emergency procedures upon advice from relevant authorities that cover such emergencies as Fire, Power Outrage, Bomb Threat etc, Express the understanding about OH&S policies, Get acquainted with the obligation and comply with legislation, rules, and procedures on workplace health and safety, Get acquainted with emergency procedures including first aid, and the last ake measures to remedy a dangerous condition and report the possible hazards to the supervisors	
Researcher	Thank you, sir!	Text



## Appendix 2.

### Transcript Researchers conduct interviews Via WhatsApp with Staff Hotel Holiday Inn Resort Baruna Bali

**Hotel Staff Name : Eka Putri Pradnyani**

**Position : Guest Service Agent**

#### Transcript

	<b>Conversation</b>	<b>Text / Voice Note</b>
Researcher	Good afternoon Ms. Anya, I will ask about job for description of GSA?	Text
Guest Service Agent staff	Good afternoon Krisna, I will explain in voice note	Text
Guest Service Agent staff	The position is under the general direction of Front Office Manager / delegate. All movements related to the Front Desk involving the reception, helping them with inquiries, check-in / out, rooming of all Hotel guests	Voice Note
Researcher	Besides that, is there any other work done by Guest service Agent?	Voice Note
Guest Service Agent staff	Yes, of course. There is a lot of work done by Guest Service Agent	Voice Note
Guest Service Agent staff	Such as Maintains an intimate knowledge of departmental standards and procedures, Performs check in, check out and room change procedures and ensures all data are entered completely into the hotel systems, Maintains cashier float, Registers and rooms all arrivals according to established procedures, Carrying out audit balance sheets and arrange all audit job orderly, Holding genuine interest and fierce pride in ensuring that the reception area is always clean and tidy, Seeking to preserve the hotel's high standards, Adhere to Front	Voice Note

	<p>Office Policies, Delivering the requested information related to hotel's services, special events and facilities, Following all the procedures and regulations of the the department, Welcoming the fresh ideas and modifying all work and habit as needed, Ensure that your work quality meets the standards required and complete tasks, Responsible to perform safety &amp; security aspects, Express the understanding about OH&amp;S policies and procedures, Get acquainted with the obligation and comply with legislation, rules, and procedures.</p>	
Researcher	Thank you, Ms. Anya,	Text



### Appendix 3.

#### Transcript Researchers conduct interviews Via WhatsApp with Staff Hotel Holiday Inn Resort Baruna Bali

**Hotel Staff Name : Wayan Dina Utama**

**Position : Bell Captain**

#### Transcript

	<b>Conversation</b>	<b>Text / Voice Note</b>
Researcher	Good morning Mr. Dina. I will ask about job description Bell Captain? Please explain because it will be used as a campus assignment	Text
Bell Captain staff	Yes, Krisna. I will Explain using Voice Note to make it easier	Text
Bell Captain Staff	Making sure that the staffs enter and distribute all bags to guests at arrival and departure even for luggage storage related to the procedures, Knowing completely each day's arrivals and departures with a focus on VIP's, priority club members, groups and staff movements, Establishing a good cooperation with Guest Relations Officer, Assisting the doorman and monitor driving traffic control, Giving briefings every day to make sure all standardized service personnel are maintained, Having a responsibility to train the respective jobs, Making sure all personnel are thoroughly informed, Making sure the cleanliness of the surrounding areas at the lobby level, Knowledgeable about the evacuation for emergencies, Responsible to offer safety & security aspects, Take measures to remedy a dangerous condition and Perform other tasks as appointed.	Voice Note
Bell Captain Staff	More or less like that from me	Text

Bell Captain Staff	You can contact Mr. Aries for the complete data	Text
Researcher	Okay Mr. Dina. Thank you	Text



#### Appendix 4.

#### Transcript Researchers conduct interviews Via WhatsApp with Staff Hotel Holiday Inn Resort Baruna Bali

**Hotel Staff Name : Dede Lesmana**

**Position : Assistant Front Office Manager**

#### Transcript

	<b>Conversation</b>	<b>Text / Voice Note</b>
Researcher	Good afternoon, Mr. Dede, Sorry to bother, I want ask about the job of Assistant Front Office Manager. Can you explain sir?	Text
AFOM	Goof afternoon Krisna, Sorry I just finished taking a break. I'll explain soon	Text
Researcher	Yes sir, this is for campus assignment	Text
AFOM	There are a lot of work in the Assistant Front Office Manager, Ok! I will explain	Voice Note
AFOM	In Assistant Front Office Manager we should Ensuring the fast service, Ensuring the staffs greet the guests upon their arrival and communicate with them properly, Monitor Front Office and particularly Guest Relations personnel, Approve upgrades and special amenities in absence of the manager, Maintain inter-departmental relationships, Inspect frequently for cleanliness and orderliness, Respond to guest complaints, Responsible to offer safety & security aspects, Get acquainted with the obligation and comply with legislation, rules, and procedures on workplace health and safety, and Occurrences of log safety and hotel regulation and accidents	Voice Note
Researcher	Thank you, Mr. Dede	

## Appendix 5.

### Transcript Researchers conduct interviews Via WhatsApp with Staff Hotel Holiday Inn Resort Baruna Bali

**Hotel Staff Name** : Umardiana

**Position** : Call Centre

#### Transcript

	Conversation	Text / Voice Note
Researcher	Good afternoon, Mr. Umar. I ask you to explain Job description Call Centre, for my research campus. Using voice note to make easier.	Text
Call Centre staff	Good afternoon	Text
Call Centre staff	Ok! Krisna, wait a minute	Text
Call Centre staff	Process all incoming and outgoing calls accurately and courteously, Records and controls accurately wake up calls, Advises defects on switchboard equipment to Supervisor, Maintains detailed knowledge of the Hotel's fire, life and safety system, Maintain Hotel Information, Report problems to Management with suggestions for resolution, Work in line with business requirements, Follow standards, policies and procedures, Understands the hotel's facilities, products and services, Occurrences of log safety and hotel regulations accidents	Voice Note
Researcher	Okey Mr. Umar thank you	Text



## Appendix 6.

### Transcript Researchers conduct interviews Via WhatsApp with Staff Hotel Holiday Inn Resort Baruna Bali

**Hotel Staff Name : Oka Harap Juana**

**Position : Guest Relation Officer**

#### Transcript

	Conversation	Text / Voice Note
Researcher	Good afternoon, I will ask about something, that is job description about GRO?	Text
GRO Staff	If typed it's too long	Text
GRO Staff	Voice note?	Text
Researcher	Yes, of course	Text
GRO Staff	There are a lot of work if to become Guest Relation Officer such as to ensure proper preparation for all guest's arrivals, to welcome all arriving guests/groups from Lobby Entrance, To escort all arriving guests to the Check-In counter and /or In-room Check-In, To assist the guest in handling the key, message and all important things, To obtain and check the validity of travel agent's, To enter guest's folios into the computer immediately and accurately, To be aware of all hotel facilities, layouts and special events or programs offered, To assist "Change Room" request and coordinate with Bell Staffs and Supervisor/Duty Managers, and To handle room inspection or showrooms to walk-in or visiting agents without appointments.	Voice Note
Researcher	Ok Mr. Oka. Then, what are the stay in hotel requirements?	Text
GRO Staff	Just like any other hotel. Using masks, using hand sanitizer, social distancing, body temperature travel history	Text
Researcher	Thank for the Information	Text

**Hotel Staff Name : Gede Eka**

**Position : Bell Driver Staff**

**Transcript**

	<b>Conversation</b>	<b>Text / Voice Note</b>
Researcher	Hallo, Good afternoon Mr. Eka. Please explain about Bell Driver job, for campus research.	Text
Bell Driver Staff	Afternoon, wait a minute	Text
Bell Driver Staff	Voice okey	Text
Bell Driver Staff	Assist with heavy packages, coats, suitcases, etc, Responsible to perform safety & security aspects, maintain a spotless Porte Cochere and Driveway, Be familiar with the lift workings and emergency, Adhere to Hotel Handbook and general policies and procedure, Work effectively with customers and colleagues from different viewpoints, culture and countries, Get acquainted with emergency procedures including first aid, fire and propert safety and handle equipment safely and properly	Voice Note
Researcher	Thank you, Mr. Eka,	Text