

**THE LANGUAGE EXPRESSIONS USED IN
HANDLING COMPLAINT DURING RESERVATION
AT THE LOVINA BALI RESORT**

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Diajukan kepada

Universitas Pendidikan Ganesha

Untuk memenuhi salah satu persyaratan

Dalam Menyelesaikan Program Diploma Tiga

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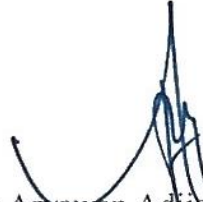
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SURAT PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul **“The Language Expressions used in Handling Complaint during Reservation at The Lovina Bali Resort”** beserta seluruh isinya adalah benar karya sendiri dan saya tidak melakukan penjiplakan dan pengutipan dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung risiko/ sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini atau ada klaim terhadap keaslian karya saya ini.

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