

APPENDICES

Appendix 1. The Questionnaire of Steps in Handling Complaint during Reservation at The Lovina Bali Resort

a. Reservation 1

No	Step Handling Complaints	Language Expressions
1	Greeting and offering assistance	“Good morning/ afternoon, Sir/ Madam. Reservation Ratna speaking. How may I assist you?”
2	Ask the reason why guests complain	“Could you explain, what’s your problem Madam/ Sir?”
3	Giving an apology for the guest's problem	“We do apologize for the inconvenience caused”
4	Give an explanation to the guest, what is the reason for the guest's problem	“The reason is that your order is non-refundable and you reply that because you have not paid the agent. And we received notification from Booking.com regarding your request to cancel free of charge and we respond by rejecting your request and explaining whether a cancellation fee will be charged for the total amount”
5	Giving good intentions to the guest	“We will handle the system immediately”
6	Giving certainty to the guest	“We make sure that we will give you a refund for you Ms Jessica, so you don't incur you must a cancellation fee”
7	Asking for reassurance back for the solution	“Is it acceptable for our solution Ms Jessica?”
8	Giving apologies back to guests	“Once again, we do apologize for the inconvenience caused when you cancel this reservation”
9	Give say thank you for the feedback	“Alright, Mr/ Mrs thank you so much for the feedback and inform us about the problem and we are looking forward to welcoming you back to our beautiful resort next time”

Table 2. The Questionnaire of Steps in Handling Complaint

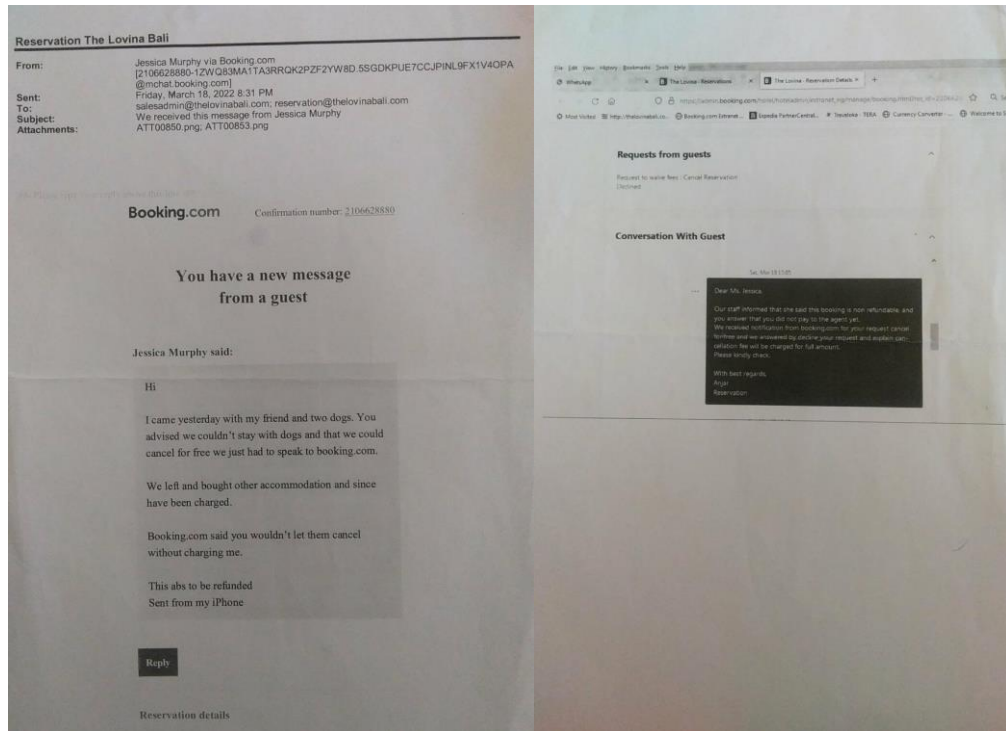
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b. Reservation 2

No	Step Handling Complaints	Language Expressions
1	Greeting and offering assistance	“Good morning/ afternoon, Sir/ Madam. The Lovina Bali Resort, Reservation Ratna speaking. What can I do for you?”
2	Ask the reason why guests complain	“Please tell me, what is the problem, Madam/ Sir?”
3	Giving an apology for the guest's problem	“We are terribly sorry about it”
4	Give an explanation to the guest, what is the reason for the guest's problem	“The reason is that your order is non-refundable and you reply that because you have not paid the agent. And we received notification from Booking.com regarding your request to cancel free of charge and we respond by rejecting your request and explaining whether a cancellation fee will be charged for the total amount”
5	Giving good intentions to the guest	“We will follow up on your problem Ms Jessica”
6	Giving certainty to the guest	“We make sure that we will give you a refund for you Ms Jessica, so you don't incur you must a cancellation fee”
7	Asking for reassurance back for the solution	“How is the solution that we provide, is it acceptable?”
8	Giving apologies back to guests	“Once again, we are terribly sorry about this inconvenience Ms Jessica”
9	Give say thank you for the feedback	“Alright, Mr/ Mrs, thank you very much for the feedback and inform us about the problem, and we are looking forward to welcoming you back to our beautiful resort next time”

Table 3. The Questionnaire of Steps in Handling Complaint

Appendix 3. Reservation via Booking.com



Appendix 4. Confirmation letter The Lovina Bali Resort

