

AUTOBIOGRAPHY



I Gede Wahyu Surya Wiguna Yasa was born in Singaraja on November 24, 2001. The author completed elementary school at SDN 2 Banyuning. Continued to junior high school at SMP Negeri 1 Singaraja.SMA attended SMAN 4 Singaraja and attended science classes. Now, he is a student at Undiksha University. At Undiksha, he chose the D3 English study program. At the end of the semester, the author completed the project " PROCEDURES AND LANGUAGE EXPRESSIONS USED IN HANDLING COMPLAINTS AT UPASHAA HOTEL".

APPENDICE

Interview guide

1. Name :
2. Age :
3. Sex :
4. Job Duration :
5. Position :
6. Job Description :

	Question	Answer
1	Have you dealt with complaints ?	
2	What kind of complaint you've ever dealt with ?	
3	How do you handle complaints?	
4	What do you say when you handle complaints?	