

**LANGUAGE FUNCTION AND EXPRESSION USED TO
HANDLE COMMON GUEST'S COMPLAINTS BASED ON
PROCEDURE IN DISCOVERY KARTIKA PLAZA HOTEL
BY THE RECEPTIONIST**

SKRIPSI

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Program Sarjana Terapan Bahasa Inggris Untuk Komunikasi Bisnis Dan
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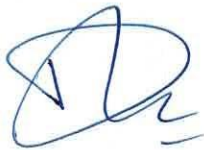
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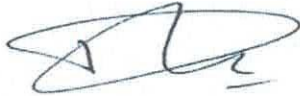


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Dengan ini saya menyatakan bahwa Skripsi dengan judul : “Language Function And Expression Used To Handle Complaints Based On Procedure In Discovery Kartika Plaza Hotel By The Receptionist” beserta seluruh isinya adalah benar-benar karya saya sendiri, dan saya tidak melakukan penjiplakan atau pengutipan dengan cara-cara yang tidak sesuai dengan etika keilmuan yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya, apabila di kemudian hari ditemukan adanya pelanggaran terhadap etika keilmuan dalam karya ini, atau ada klaim dari pihak lain terhadap keaslian skripsi ini.

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