

## APPENDIX

### INTERVIEW GUIDE

This interview guide was compiled to obtain the data needed in the preparation of the final project entitled “LANGUAGE FUNCTION AND EXPRESSION USED TO HANDLE COMPLAINTS BASED ON PROCEDURE IN DISCOVERY KARTIKA PLAZA HOTEL BY THE RECEPTIONIST

**Name : Ms. Ni Kadek Liony Primatama**

NO	Question	Answer
1	Could you tell me a difficult complaint that you faced and how did you address it?	Our company increased monthly rates by a small amount for all of our guests, and we transferred multiple notices to guests in the six months leading up to the rate increase. still, numerous guests ignored the increase notices, and, as a result, numerous guests called us to complain about the rate increases. we shoot another notice to all of our guests and modernize our telephone menu messaging to educate guests and deflect their calls specifically to representatives handling billing. Also, grounded on our

		feedback and client feedback, the company gave all guests a prorated rebate. As a result, we entered smaller client complaints overall, and the guests who called felt more satisfied with their experience and heeded by the company."
2.	Have been there any complaints regarding the room which is not the same as in the picture on the website?	Yes, it commonly comes up. We will try to upgrade the room type and give the guest complimentary so they can enjoy their stay with us.
3.	What do you do when there is a guest complaint angrily ?	Stay calm and listen to what the is guest talking about, Say sorry for the inconvenience to the guest, and Find and offer a solution to the guest

**Name : Ms. Anak Agung Gek Yuri**

NO	QUESTION	ANSWER
1	Could you tell me a difficult complaint that you faced and how did you address it?	One particularly challenging complaint we faced was regarding noise disturbance from neighboring rooms during late hours. The guest was quite upset as it affected their sleep quality. In addressing this issue, we immediately apologized for the inconvenience and swiftly moved the guest to a quieter room. Additionally, we reinforced our commitment to ensuring a peaceful

		stay and took proactive measures to minimize noise disturbances throughout the hotel
2	Have been there any complaints regarding the room which is not the same as in the picture on the website?	Occasionally, we receive feedback from guests who notice differences between the room they booked online and the actual room they received. Whenever such a complaint arises, we empathize with the guest's expectations and apologize for any discrepancies. Our approach involves explaining that while we strive to maintain consistency, variations may occur due to factors like room layout or recent renovations. We prioritize finding a satisfactory solution, whether it involves room upgrades or additional amenities, to ensure the guest's comfort and satisfaction.
3	What do you do when there is a guest complaint angrily ?	Dealing with an angry guest complaint requires a delicate approach aimed at de-escalating the situation while addressing their concerns effectively. Firstly, we remain calm and attentive, actively listening to the guest's grievances without interrupting. We acknowledge their emotions and

		<p>apologize sincerely for any inconvenience caused. Next, we aim to understand the root cause of their dissatisfaction and propose solutions to rectify the issue promptly. It's crucial to maintain professionalism and empathy throughout the interaction, reassuring the guest that their feedback is valued and that we are committed to resolving the matter to their satisfaction. If necessary, we involve relevant management personnel to ensure a swift and satisfactory resolution.</p>
--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Name : Ms. Tita Apsari**

NO	QUESTION	ANSWER
1	<p>Could you tell me a difficult complaint that you faced and how did you address it?</p>	<p>One challenging complaint we encountered was regarding the cleanliness of a guest's room upon check-in. Despite our thorough cleaning protocols, the guest found some overlooked areas. To address this, we immediately offered to switch them to a meticulously cleaned room and provided a sincere apology along with a complimentary amenity. We also conducted a review</p>

		of our cleaning procedures to prevent similar occurrences in the future, ensuring our guests enjoy a pristine environment throughout their stay
2	Have been there any complaints regarding the room which is not the same as in the picture on the website?	Occasionally, guests express concerns about differences between the room's appearance online and its actual presentation. When this happens, we reassure the guest that we understand their disappointment and promptly investigate the issue. We strive to clarify any misunderstandings and offer alternatives or upgrades if available. Our goal is to uphold transparency and ensure guests have accurate expectations, emphasizing our commitment to providing a comfortable and enjoyable experience regardless of any discrepancies.
3	What do you do when there is a guest complaint angrily ?	When confronted with an angry guest complaint, our priority is to diffuse tension and address their concerns effectively. We start by actively listening to the guest's grievances, acknowledging their frustration, and expressing genuine empathy. We refrain from taking their anger personally and focus on

		<p>finding solutions to resolve the issue promptly. By remaining calm, professional, and respectful, we aim to regain the guest's trust and satisfaction. If necessary, we involve senior staff members to ensure comprehensive assistance and a swift resolution to the problem.</p>
--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------





## Riwayat Hidup



Ni Komang Putri Ayuning Lestari lahir di Denpasar pada tanggal 20 Maret 2002. Penulis lahir dari pasangan suami istri Bapak I Wayan Wisna dan Ibu Ni Kadek Ayu Swandewi. Penulis berkebangsaan Indonesia dan beragama Hindu. Penulis menyelesaikan Pendidikan dasar di SDN 3 Mekar Bhuana di Br. Bindu, Desa Mekar Bhuana, Kec. Abiansemal, Kab. Badung pada tahun 2014. Penulis kemudian melanjutkan Pendidikan menengah pertama (SMP) di SMP Negeri 2 Abiansemal dan lulus pada tahun 2017. Pada tahun 2020, penulis menyelesaikan Pendidikan sekolah atas (SMA) di SMA Dwijendra Denpasar, selanjutnya mulai tahun 2020 sampai dengan penulisan skripsi ini penulis masih terdaftar sebagai mahasiswi program studi D4 Bahasa Inggris Untuk Komunikasi Bisnis dan Profesional.

