



APPENDICES

Appendix 1. Research Permission Letter

	KEMENTERIAN PENDIDIKAN, KEBUDAYAAN RISET, DAN TEKNOLOGI UNIVERSITAS PENDIDIKAN GANESHA LEMBAGA PENELITIAN DAN PENGABDIAN KEPADA MASYARAKAT Alamat : Jalan Udayana No. 11 Singaraja Telepon-Fax: (0362) 22570Kode Pos. 81116 Website : www.undiksha.ac.id	
Nomor	: 1398/UN48.16/LT/2023	Singaraja, 11 Juni 2023
Lamp.	: -	
Perihal	: Permohonan Izin Melaksanakan Penelitian	
Yth.	Human Resources Manager Sunrise Avernase Hotel Nusa Dua	
<p>Dengan hormat, kami mohon diberikan ijin dosen Universitas Pendidikan Ganesha a. n Dr. Ni Pata Era Marsakawati, S.Pd., M.Pd, dengan judul penelitian "Pengembangan flipbook pada mata kuliah English for Front Office untuk meningkatkan literasi multimodal mahasiswa vokasi pariwisata" untuk mengambil data pada tempat Bapak/Ibu.</p> <p>Berkenaan dengan itu, kami mohon kesediaan Bapak/Ibu untuk memberikan bantuan yang dibutuhkan agar kegiatan dosen yang bersangkutan dapat berjalan sebagaimana mestinya.</p> <p>Demikian kami sampaikan, atas perhatian dan kerjasama Bapak/Ibu, diucapkan terima kasih.</p>		
 Drs. I Ketut Sudiana, M.Kes. NIP. 196310231991031001		

Appendix 2. Thesis Supervisor Approval Letter

THESIS SUPERVISOR APPROVAL LETTER

The undersigned below

Name : Dr. Ni Putu Era Marsakawati.S.Pd.,M.Pd. (as the 1st prospective supervisor)

NIP : 198303142008122002

Name : Rima Andriani Sari, S.Pd.,M.Hum (as the 2nd prospective supervisor)

NIP : 197605292005012003

confirm that we approve to guide the thesis submitted by:

Name : Komang Deby Arya Devi

NIM : 2252015013

Class : 7A

A Thesis title: : NEED ANALYSIS ON VERBAL AND NON VERBAL LANGUAGE USED BY GUEST RELATION OFFICER STAFF

We hope this letter can be used as the basis of thesis supervisor assignment by the department.

1st Prospective supervisor,



Dr. Ni Putu Era Marsakawati, S.Pd.,M.Pd.

NIP. 198303142008122002

2nd Prospective supervisor



Rima Andriani Sari, S.Pd.,M.Hum

NIP. 197605292005012003

Appendix 2. The Result Of Questionnaire By Hotel Staff

Researcher : Komang Deby Arya Devi

Practitioner : Kadek Tari Purnama Sari (FO Supervisor at Hotel Aventus Kuta)

Tabel Appendix Interview Result 1

Job Description	Procedure	Answer
1. Handling reservation	As a front office attendant, do you handle guest reservations?	Yes
	What are the most common mediums used by guests when making reservations?	Online platform; tiket.com, traveloka, booking.com, agoda, serta offline travel agent
	What procedures do you follow when handling guest reservations?	Greetings - ask for booking confirmation (through the guest booking platform); if it has been inputted by the system, it can immediately process check in / if not; ask the guest if it can be shown proof of confirmation via email / other evidence - if it is confirmed, it will immediately process the creation of a guest reservation according to the type of room order chosen.
	What English expressions do you use when you handle guest reservations? (Authentic examples of conversations/emails, etc.)	Authentic light-hearted conversation with clear and informative language so that guests understand what is being said.
	What non-language forms	Friendly,

	(posture, hand movement, gesture, facial expression) do you use when handling guest reservations?	straightforward, fast, and informative non-language forms that are easily understood by guests
	What difficulties do you encounter when handling guest reservations?	If the proof of room order is not confirmed by the hotel system, then the method of payment made by the guest is not matched by the hotel system, as well as glitching that occurs when the system is down and the hotel is in high occupancy conditions so that guests do not get the room as ordered
	How do you solve these problems?	Do apologize with the guest first, then coordinate with the manager/management regarding the obstacles that occur
2. Cancellation of reservation	As a front office staff, do you handle reservation cancellations?	Yes, but not always because the cancellation must be approved by the E-commerce and reservation parties.
	What are the most common mediums used by guests when canceling a reservation?	Based on the platforms (both online and offline) used by guests.
	What is your procedure when handling guest reservation cancellations?	Ask the guest about the reason for canceling the reservation - if the reason is clear and strong, the receptionist will forward the reservation cancellation to the reservation and E-commerce parties.

		Then the reservation cancellation will be processed immediately
	What English expressions do you use when you handle guest reservation cancellations? (Authentic examples of conversations/emails, etc.)	Authentic light-hearted conversation with clear and informative language so that guests understand what is being said
	What non-language forms (posture, hand movement, gesture, facial expression) do you use when handling guest reservation cancellations?	Friendly, straightforward, fast, and informative non-language forms that are easily understood by guests
	What difficulties do you encounter when handling guest reservation cancellations?	If the cancellation process takes a long time and the creation of a new reservation requires proof of cancellation of the previous reservation.
	How do you solve these problems?	Do apologize to guests if the reservation cancellation process takes a long time and immediately process a new reservation that has been approved by the online/offline travel agent and the relevant hotel management who handles the reservation cancellation
3. Handling no show	As a front office staff, do you handle no-shows?	Yes
	What is your procedure for handling no-shows?	Confirm that the guest is indeed not present on the selected check in date; confirmation can be via telephone / email.
	What English expressions do you use when you handle no shows? (Authentic conversation	If a no show occurs via email, the delivery of information provided is in accordance with

	example)	the hotel's standard email structure.
	What non-language forms (posture, hand movement, gesture, facial expression) do you use when dealing with no shows?	-
	What difficulties have you encountered when handling no shows?	If there is no further information from the guest regarding the no show.
	How do you solve these problems?	Coordinate with reservations and E-commerce regarding no shows that occur.
Giving information	As a front desk clerk, do you provide hotel information to guests?	Yes
	What information do guests usually ask for and what do you provide to guests?	Hotel facilities, tourist attraction & facilities around the hotel, benefit from the reservation chosen by the guest
	What procedures do you follow when providing hotel information	Request time permission from the guest if providing information takes only a short time with communicative and easy-to-understand language
	What English expressions do you use when you give hotel information to guests? (Authentic example of a conversation	Authentic light-hearted conversation with clear and informative language so that guests understand what is being said
	What non-language forms (posture, hand movement, gesture, facial expression) do you use when providing hotel information to guests?	Friendly, straightforward, quick, and informative non-language forms that are easily understood by the guest
	What difficulties do you encounter when providing information to guests?	Guests are in a hurry so the information provided is not

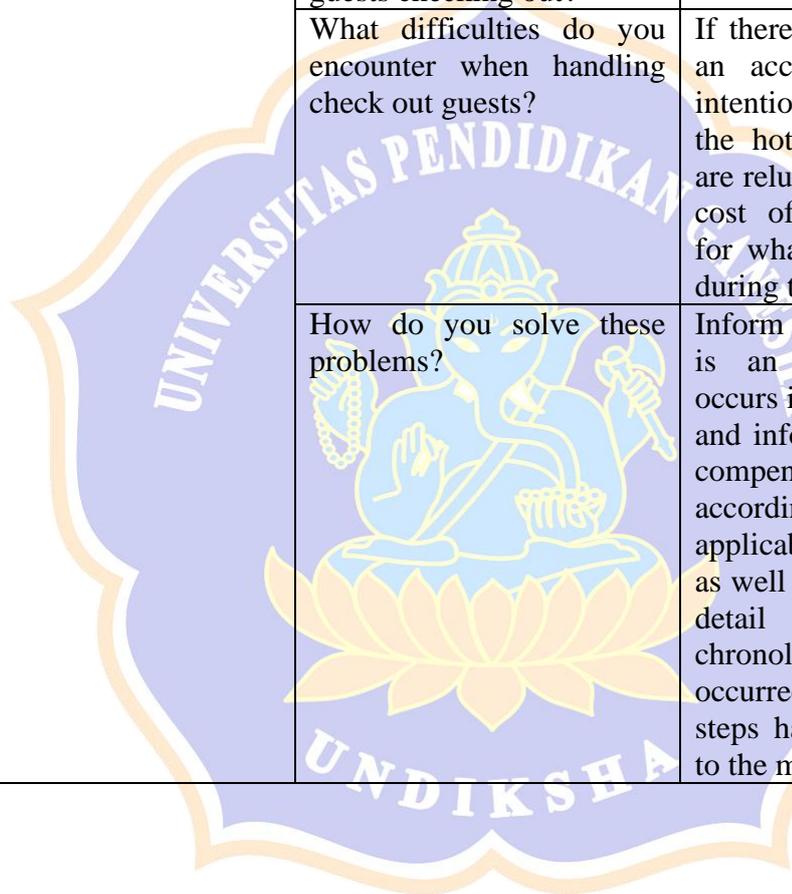
		conveyed clearly
	How do you solve these problems?	Ask the guest for permission that the information is important and not time-consuming.
Handling Check - in	As a front office staff, do you handle check in guests?	Yes
	What is your procedure when handling check-in?	Greetings - ask if you have a reservation; if so, the receptionist will ask for the guest ID (either KTP, KITAS, PASSPORT, etc.) indicating that the person is the one with the reservation and proceed to the guest data registration process
	What English expressions do you use when you handle guests checking in? (Authentic example of conversation)	Expressions that are certainly friendly and welcoming so that guests feel that they have been welcomed by the receptionist
	What non-linguistic forms (posture, hand movement, gesture, facial expression) do you use when providing hotel information to guests?	Friendly, straightforward, quick, and informative non-language forms that are easily understood by guests 4.
	What difficulties did you encounter when handling check in guests?	Room readiness with housekeeping
	How do you solve these problems?	Coordinate with housekeeping in advance about how long the room will be ready and inform the guest. If the guest is reluctant to wait, the receptionist can direct the guest to other hotel facilities
Recommending hotel	As a front desk staff, do	Yes

facilities/services to the guests	you recommend hotel facilities/services to guests?	
	In what situations do you recommend hotel facilities/services to guests?	If the situation and conditions of the guest are considered capable of listening to the provision of facilities & services
	What is your procedure when recommending hotel facilities/services to guests?	If the situation and conditions of the guest allow for the delivery of related information and do not forget to ask permission if the provision of information does not take a long time
	What English expressions do you use when you recommend hotel facilities/services to guests? (Authentic conversation example)	Simple conversations with friendly, communicative and quick expressions
	Non-language forms (posture, hand movement, gesture, facial expression) when recommending hotel facilities/services to guests?	Polite hand gestures in indicating directions, things, and manganjali after the delivery of information after it has been delivered
	What difficulties do you encounter when recommending hotel facilities/services to guests?	Difficulty with language variations other than Language and English
	How do you solve these problems?	Coordinate with a team that is able to speak other languages and English, but if there is no one, we will use google translate media as a translator.
Advising guests where to go	As a front office staff, do you suggest places/tourism spots that guests can visit?	Yes
	In what situations do you suggest places/tourism	When the situation and conditions allow for

	spots that guests can visit?	the delivery of information to guests so that information can be conveyed properly
	What is your procedure when suggesting places/tourism spots that guests can visit?	Based on the guest's needs at that time. If supporting media is provided (brochures, business cards, etc.), then it can be given to guests so that it can help the obstacles that guests have
	What English expressions do you use when you suggest places/tourism spots that guests can visit? (Authentic example of a conversation)	Easy to understand by guests with clear delivery. Can also be supported by polite hand gestures / body language
	What non-linguistic forms (posture, hand movement, gesture, facial expression) do you use when suggesting places/tourism spots that guests can visit?	Non-language forms (posture, hand movement, gesture, facial expression) that are polite and easy to understand by guests
	What difficulties do you encounter when suggesting places/tourism spots that guests can visit?	Language variations, then situations and conditions that do not allow the delivery of information to be conveyed clearly
	How do you solve these problems?	Asked guests to wait directly in the room and will be followed up either directly or through courtesy calls.
Handling complaints	As a front office staff, do you handle guest complaints?	Yes
	What guest complaints do you usually handle	Room readiness, room availability, room conditions after guests check in, images included on the online platform are not in accordance with the wishes of guests
	What is your procedure	Listen to every guest

	when handling guest complaints?	complaint patiently, do apologize with guests, immediately find solutions to ongoing complaints, then coordinate with managers regarding existing complaints
	What English expressions do you use when you handle guest complaints? (Authentic conversation example)	Expressions and conversations that feel empathetic and caring towards the grievance and remain polite
	What non-language forms (posture, hand movement, gesture, facial expression) do you use when handling guest complaints	Polite non-language forms (posture, hand movement, gesture, facial expression)
	What difficulties do you encounter when handling guest complaints?	If the guest's emotions and patience have reached the limit and there is no supervisor in charge when a complaint occurs
	How do you solve these problems?	Giving guests to convey existing complaints and followed by listening to what the guest's complaint is. After that, apologize for the complaint that occurred and forward what is the guest's concern regarding the complaint to the superior and management.
Handling check out	As a front office attendant, do you handle check out guests?	Yes
	What is your procedure when handling guests checking out?	Request permission to wait for the room checking process and billing during the stay if there is any
	What English expressions	Friendly expressions

	do you use when you handle guests checking out? (Authentic conversation example)	and not forgetting to ask about the guest's experience during the stay so that the hotel also gets feedback on each guest who stays while the check out process is taking place
	What non-linguistic forms (posture, hand movement, gesture, facial expression) do you use when handling guests checking out?	Polite non-language forms (posture, hand movement, gesture, facial expression)
	What difficulties do you encounter when handling check out guests?	If there is evidence of an accident, whether intentional or not, in the hotel area, guests are reluctant to pay the cost of compensation for what has occurred during their stay.
	How do you solve these problems?	Inform guests if there is an accident that occurs in the hotel area and inform the cost of compensation according to applicable regulations, as well as informing in detail about the chronology that occurred and what steps have been taken to the management



Appendix 4. Author's Life History



Komang Deby Arya Devi, yang terlahir di Desa Tejakula tepatnya pada tanggal 12 Januari 2002. Ayah bernama I Made Suringan dan Ibu bernama Nengah Darsini dan kakak pertama bernama Loeh Dessy Khrisnadevi, kakak kedua bernama Made Dhian Pradnyandevi. Penulis merupakan Warga Negara Indonesia yang bertempat tinggal di alamat Banjar Dinas Kajanan, Desa Tejakula, Kecamatan Tejakula, Kabupaten Buleleng, Provinsi Bali.

Adapun riwayat pendidikan penulis yakni penulis menempuh TK di TK Negeri Pembina Tejakula, dan kemudian penulis melanjutkan sekolah dasar di SD Negeri 1 Tejakula. Berlanjut ke Sekolah Menengah Perama Penulis menempuh pendidikan di SMP N 1 Tejakula, lalu Kemudian penulis melanjutkan sekolah di SMA N 1 Tejakula dengan mengambil jurusan IPA sampai akhirnya lulus pada tahun 2020. Setelah itu, penulis melanjutkan pendidikan ke Perguruan Tinggi Negeri di Universitas Pendidikan Ganesha dengan mengambil program studi D4 Bahasa Inggris untuk Komunikasi Bisnis dan Professional.

