

**VERBAL AND NON-VERBAL LANGUAGE USED BY
FRONT OFFICE STAFF AT SUNRISE AVENTUS
HOTEL NUSA DUA**



By

Komang Deby Arya Devi

2252015013

**ENGLISH FOR BUSINESS AND PROFESIONAL COMMUNICATION
STUDY PROGRAM**

**FOREIGN LANGUAGE DEPARTMENT
GANESHA UNIVERSITY OF EDUCATION
SINGARAJA**

2024



**VERBAL AND NON-VERBAL LANGUAGE USED BY
FRONT OFFICE STAFF AT SUNRISE AVENTUS
HOTEL NUSA DUA**

SKRIPSI

Diajukan kepada

Universitas Pendidikan Ganesha

**Untuk Memenuhi Salah Satu Persyaratan dalam Menyelesaikan
Program D4 Sarjana Terapan Bahasa Inggris Untuk Komunikasi dan
Professional**

Oleh

Komang Deby Arya Devi

NIM 2252015013

**PROGRAM STUDI D4 BAHASA INGGRIS UNTUK KOMUNIKASI
BISNIS DAN PROFESSIONAL**

JURUSAN BAHASA ASING

FAKULTAS BAHASA DAN SENI

UNIVERSITAS PENDIDIKAN GANESHA

SINGARAJA

2024

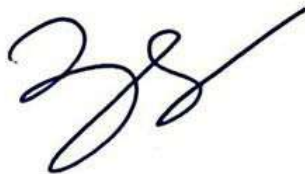
SKRIPSI

**DIAJUKAN UNTUK MELENGKAPI TUGAS
DAN MEMENUHI SYARAT-SYARAT UNTUK
MENCAPAI GELAR SARJANA TERAPAN**

Menyetujui

Pembimbing I,

Pembimbing II,



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

NIP. 198303142008122002



Rima Andriani Sari, S.Pd, M.Hum

NIP. 197605292005012003

Lembar persetujuan dosen penguji skripsi

Skripsi oleh Komang Deby Arya Devi

Telah dipertahankan di depan penguji

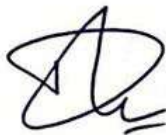
Pada tanggal 18 Juli 2024

Dewan Penguji,



Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd., M.Pd.
NIP. 198104192006042002

(Ketua)



Made Dharma Susena Suyasa, S.S., M.Hum.
NIP. 197607142008121002

(Anggota)



Dr. Ni Putu Era Marsakawati, S.Pd, M.Pd
NIP. 198303142008122002

(Anggota)



Rima Andriani Sari, S.Pd., M.Hum
NIP. 197605292005012003

(Anggota)

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni

Universitas Pendidikan Ganesha

Guna memenuhi syarat-syarat untuk mencapai gelar sarjana terapan

Pada:

Hari : Kamis

Tanggal : 18 Juli 2024

Menyetujui,

Ketua Ujian,



Dr. Ni Luh Eka Sulistia Dewi, S.Pd., M.Pd

NIP. 198104192006042002

Sekretaris Ujian,



Made Aryan Adijaya, S.Pd., M.Pd

NIP. 197712162002121002

Mengesahkan,

Dekan Fakultas Bahasa dan Seni



Drs. I Gede Nurjaya, M.Pd

NIP. 196503201990031002

PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "Verbal and Non-Verbal Language Used by Front Office Staff at Sunrise Aventus Hotel Nusa Dua" beserta dengan seluruh isinya memang benar merupakan karya saya sendiri tanpa melakukan pengutipan maupun penjiplakan dengan karya lain. dengan pernyataan ini saya siap bertanggung jawab untuk menanggung resiko apabila di kemudian hari karya yang saya buat ini ditemukan melakukan pelanggaran.

Singaraja, 12 Juli 2024

Yang Membuat Pernyataan

A yellow 10,000 Indonesian postage stamp is placed over the signature. The stamp features the Garuda Pancasila emblem, the text "METERAI TEMPEL", and the serial number "046AJKD19443278". The signature "Duf" is written in black ink over the stamp.

Komang Deby Arya Devi

ACKNOWLEDGMENTS

First, the author would like to express his gratitude to Ida Sang Hyang Widhi Wasa for his blessings; the author was able to complete the thesis very smoothly until now the author has completed the thesis with the title "Verbal and Non-Verbal Language Used by Front Office Staff At Sunrise Aventus Hotel Nusa Dua." Many have helped support the author during the process of completing this thesis. And on this occasion, the author would like to thank :

1. Ni Putu Era Marsakawati, S.Pd., M.Pd., as the first supervisor, understands the author's condition and has guided the author from the beginning of this thesis to this phase.
2. Rima Andriani Sari, S.Pd., M.Hum M.Pd., as the second supervisor with the kindness of her heart, always provides input and advice and guides the author on this occasion.
3. D4 BIKSPRO study program lecturers who have provided the author with knowledge from the beginning of the lecture until now.
4. Management of Sunrise Aventus Hotel Nusa Dua, which has allowed the author to conduct research without coercion and obstacles during the author's research.
5. The author's parents, siblings, brother-in-law, and beloved nephew always provide support verbally and financially from the beginning of the lecture until this phase.
6. Close friends of the author who continually provide support and accompany the process of making this thesis faithfully without knowing the time.

In the end, the author would like to thank all those who helped the author complete this thesis. Even though the author has gone through several obstacles, they do not rule out the possibility of the author giving up on finishing this work. This work is still very far from perfect. The author hopes that this work can be helpful for readers and other researchers in building the expected suggestions and criticism.

Singaraja, 12 Juli 2024



Komang Deby Arya Devi

TABLE OF CONTENTS

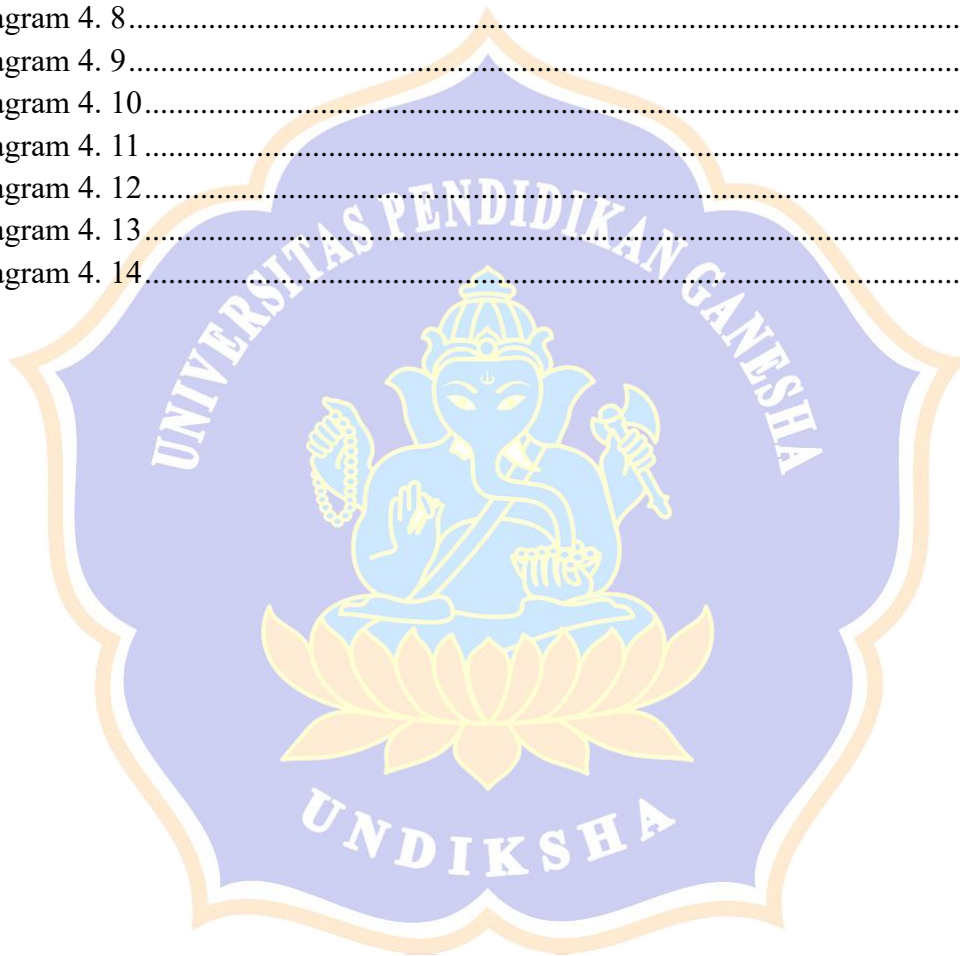
ACKNOWLEDGMENTS	vi
ABSTRACT.....	viii
ABSTRAK	ix
TABLE OF CONTENTS	x
LIST OF FIGURES.....	xii
LIST OF TABLES.....	xiii
CHAPTER 1 INTRODUCTION	1
1.1. Research Background.....	1
1.2. Problem Identification.....	3
1.3. Problem limitation.....	3
1.4. Research Questions	4
1.5. Research Purposes	4
1.6. Research Significances.....	4
CHAPTER 2 REVIEW OF RELATED LITERATURE.....	6
2.1. Theoretical Review	6
2.2. Empirical Review	13
CHAPTER 3 RESEARCH METHOD	16
3.1. Research Design	16
3.2. Research Subjects.....	16
3.3. Data Collection.....	17
3.4. Instrument of Data Collections.....	18
3.5. Data Analysis.....	18
CHAPTER IV.....	20
FINDINGS AND DISCUSSION	20
4.1. Research Findings	20
4.1.1. Verbal Language Used By Front Office Staff At Sunrise Aventus Hotel Nusa Dua	20
4.1.2. Non - Verbal Language Used By Front Office Staff At Sunrise Aventus Hotel Nusa Dua	35
4.2. Discussions.....	69

CHAPTER V.....	74
CONCLUSION AND SUGGESTIONS	75
5.2. Conclusions	75
5.2. Suggestions.....	76
REFERENCES.....	77



LIST OF FIGURE

Diagram 4. 1.....	63
Diagram 4. 2.....	63
Diagram 4. 3.....	64
Diagram 4. 4.....	64
Diagram 4. 5.....	65
Diagram 4. 6.....	65
Diagram 4. 7.....	65
Diagram 4. 8.....	66
Diagram 4. 9.....	66
Diagram 4. 10.....	66
Diagram 4. 11.....	67
Diagram 4. 12.....	67
Diagram 4. 13.....	68
Diagram 4. 14.....	68



LIST OF TABLES

Table 3.1. Profile of Research Participants	16
Table 3. 2. Tabel Research Matrix.....	17
Table 3.3. Tabel Verbal Language	19
Table 3.4. Tabel Non- Verbal Language.....	19
Table 4.1. Handling Reservastion	20
Table 4.2. Tabel Cancelation Reservation.....	22
Table 4.3. Tabel Handling Guest no Show.....	23
Table 4.4. Tabel Handling Check-In	24
Table 4.5. Tabel Giving Hotel Information	26
Table 4.6. Tabel Rekomending Hotel Facilities	28
Table 4.7. Tabel Advising guest Where to go.....	30
Table 4.8. Tabel Handling Complaint	31
Table 4.9. Tabel Handling Check-Out.....	33
Table 4.10. Tabel Handling Reservastion.....	36
Table 4.11. Tabel Cancelation Reservation.....	39
Table 4.12. Tabel Handling Guest no Show	40
Table 4.13. Tabel Handling Check-In	42
Table 4.14. Tabel Giving Hotel Information.....	45
Table 4.15. Tabel Rekomending Hotel Facilities	48
Table 4.16. Tabel Advising guest Where to go.....	52
Table 4.17. Tabel Handling Complaint	55
Table 4.18. Tabel Handling Check-Out.....	59