

## APPENDICES

### Appendix I Observation Barista Temani Kopi

Observation : 1

Date : 10 May 2024

Language Functions	Language Expressions		Checklist		
	Barista 1	Barista 2	Barista 1	Barista 2	
A	Greeting	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How was your day?”	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How may I assist you?”	√	√
B	Offering Help	“May I help you sir/madam?”	“Do you need for coffee or non-coffee? And want it to be made hot or ice?”	√	√
C	Asking about order	”Do you want an extra shot espresso in your Hot Latte?”	“do you have a request for a less ice or extra ice?”	√	√

D	Repeating the order	“I will repeat you order sir/madam, your order is hot latte and ice mocha. Are there additional orders?”	“I will repeat you order sir/madam, your order is v60 with Wanagiri beans. Are there additional orders?”	√	√
E	Offering recommendation menu	“ I’d like to recommend variant coffee sir/madam, we have signature coffee from Temani it is ice Lemonade Long Black”	“ I’d like to recommend variant milk based sir/madam, we have signature drink from Temani it is Orange Sunshine”	√	√
F	Thanking	“Thank you for visiting Madam, have a nice day”	“Thank you for visiting Sir, have a nice day”	√	√

Observation : 2

Date : 11 May 2024

Language Functions		Language Expressions		Checklist	
		Barista 1	Barista 2	Barista 1	Barista 2
A	Greeting	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How may I assist you?”	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi	√	√
B	Offering Help	“Would you like to have for coffee or non-coffee?”	May I assist you sir/madam?	√	√
C	Asking about order	”Do you want an extra shot espresso in your Hot Caramel Latte?”	“Do you have a request for a less ice or extra ice?”	√	√
D	Repeating the order	“I will repeat you order sir/madam, you order is pandan latte. Are there additional orders?”	“I will repeat you order sir/madam, you order is regal milk. Are there additional orders?”	√	√

E	Offering recommendation menu	“ I’d like to recommend variant coffee sir/madam, we have best seller coffee from Temani it is Caramel Latte or Pandan Latte”	“ I’d like to recommend variant coffee sir/madam, we have signature drink from Temani it is ice Dark Berry”	√	√
F	Thanking	“Thank you for visiting Madam, have a nice day”	“Thank you for visiting Madam”	√	√



Observation : 3

Date : 12 May 2024

Language Functions		Language Expressions		Checklist	
		Barista 1	Barista 2	Barista 1	Barista 2
A	Greeting	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How may I assist you?”	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How was your day?”	√	√
B	Offering Help	“Do you need for coffee or non-coffee? And want it to be made hot or ice?”	“May I assist you sir/madam? “	√	√
C	Asking about order	“We also provide a snack menu from Temani to as an accompaniment to your coffee or drink”	”Do you want an extra shot espresso in your ice coffee milk? and do you have a request for a less ice or extra ice?”	√	√
D	Repeating the order	“I will repeat you order sir/madam, you order is	“I will repeat you order sir/madam, you order is	√	√

		americano ice and pancake. Are there additional orders?"	chocolate ice and chicken katsu. Are there additional orders?"		
E	Offering recommendation menu	" I'd like to recommend variant snack sir/madam, we have best seller snack from Temani it is Chicken Katsu or Banana Pancake "	" I'd like to recommend variant coffee sir/madam, we have signature drink from Temani it is ice Lemonade Long Black"	√	√
F	Thanking	"Thank you for visiting Sir"	"Thank you for visiting Sir, have a nice day"	√	√

Observation : 4

Date : 13 May 2024

Language Functions		Language Expressions		Checklist	
		Barista 1	Barista 2	Barista 1	Barista 2
A	Greeting	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How may I assist you?”	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How was your day?”	√	√
B	Offering Help	“Would you like to have for coffee or non-coffee? And want it to be made hot or ice?”	“Would you like to have for coffee or non-coffee? And want it to be made hot or ice?”	√	√
C	Asking about order	“We also provide a snack menu from Temani to as an accompaniment to your coffee or drink”	”Do you want an extra shot espresso in your ice coffee milk? and do you have a request for a less ice or extra ice?”	√	√
D	Repeating the order	“I will repeat your order sir/madam, your order is hot”	“I will repeat your order sir/madam, your order is brown latte with extra”	√	√

		latte. Are there additional orders?"	shot. Are there additional orders?"		
E	Offering recommendation menu	" I'd like to recommend variant main course sir/madam, we have signature main course from Temani it is Rice Bowl Geprek or Rice Bowl Teriyaki"	" I'd like to recommend variant sparkling drinks sir/madam, we have best seller drink from Temani it is Fresh Berry or Green Day"	√	√
F	Thanking	"Thank you for visiting Madam, have a nice day"	"Thank you for visiting Sir, have a nice day"	√	√

Observation : 5

Date : 14 May 2024

Language Functions		Language Expressions		Checklist	
		Barista 1	Barista 2	Barista 1	Barista 2
A	Greeting	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi.	“Good morning/afternoon/evening, sir/madam welcome to the Temani Kopi. How was your day?”	√	√
B	Offering Help	How may I assist you?“	“Do you need for coffee or non-coffee? And want it to be made hot or ice?“	√	√
C	Asking about order	”Do you want an extra shot espresso in your ice coffee milk? and do you have a request for a less ice or extra ice?“	”Do you want an extra shot espresso in your ice coffee milk? and do you have a request for a less ice or extra ice?“	√	√
D	Repeating the order	“I will repeat you order sir/madam, you order is lemonade long	“I will repeat you order sir/madam, you order is rice bowl teriyaki and lemon tea ice. Are	√	√

		black. Are there additional orders?”	there additional orders?”		
E	Offering recommendation menu	“ I’d like to recommend variant milk based sir/madam, we have signature milk based from Temani it is Regal Milk and Orange sunshine”	“ I’d like to recommend variant coffee sir/madam, we have best seller drink from Temani it is Caramel Latte or Pandan Latte”	√	√
F	Thanking	“Thank you for visiting Sir, have a nice day”	“Thank you for visiting Madam”	√	√

**Appendix II Documentation observation at Temani Kopi**



## RIWAYAT HIDUP



Ketut Agus Wirma Ardi Ferdian putra keempat dari pasangan suami istri Bapak Komang Wiraha dan Ibu Ketut Marhaeni. Lahir di Singaraja, 22, Februari 2003, berkebangsaan Indonesia dan beragama Hindu. Penulis berasal dari Desa Penarukan Kecamatan Buleleng, Kabupaten Buleleng, Provinsi Bali. Penulis menyelesaikan Pendidikan dasar di SD Mutiara pada tahun 2014 kemudian melanjutkan Pendidikan sekolah menengah pertama (SMP) di SMP Lab Undiksha Singaraja dan lulus di tahun 2017, selanjutnya pada tahun 2020, penulis menyelesaikan Pendidikan sekolah menengah atas (SMA) di SMA Negeri 3 Singaraja. Sejak 2020 sampai dengan penulisan skripsi ini penulis masih terdaftar sebagai mahasiswa pada Program Studi D4 Bahasa Inggris Untuk Komunikasi Bisnis dan Profesional, Jurusan Bahasa Asing, Fakultas Bahasa dan Seni, Universitas Pendidikan Ganesha (Undiksha).