



Appendix 1. Respondent of observation: Usher 1 and Usher 2

Three days observation of sequence of service

Sequence of Service	Observation	Usher 1	Usher 2
Greeting	Day one	✓	✓
	Day two	✓	✓
	Day Three	✓	✓

Sequence of Service	Observation	Usher 1	Usher 2
Check the guest ticket and assign a seat for the guest	Day one	✓	✓
	Day two	✓	✓
	Day Three	✓	✓

Sequence of Service	Observation	Usher 1	Usher 2
Open napkin	Day one	✓	✓
	Day two	✓	✓
	Day Three	✓	✓

Sequence of Service	Observation	Usher 1	Usher 2
Presenting the menu	Day one	✓	✓
	Day two	✓	✓
	Day Three	✓	✓

Sequence of Service	Observation	Usher 1	Usher 2
Asking the guest	Day one	✓	✓
	Day two	✓	✓
	Day Three	✓	✓

Sequence of Service	Observation	Usher 1	Usher 2
Farewell to the guest	Day one	✓	✓
	Day two	✓	✓
	Day Three	✓	✓



Appendix 2. Respondent of observation: Usher 1

Three days observation of language function and language expression

Language functions	Language Expressions	Remarks
Greeting and Introduction	Om Swastyastu, welcome to the RockBar. My name is Tiara. May I have your ticket, please?"	Give warm greetings to the guest
Asking for confirmation	"All right, Mr. Dito, is it right for two people?"	Call the guest's name and make sure how many people will be joining at RockBar:
Making a polite request	"Would you mind waiting a moment while we still prepare your table"	Take the menu and give it to the guest.
Asking the guest	"Is there anything else I can help you, Mr. Dito?"	Ask the guest.
Bidding farewell	"Thank you so much for your coming, and if there is anything else that I can help you can call my name, tiara, as your usher here."	Say thank you to the guest.
	"Thank you so much for coming here, I hope you can come back again, and see you soon."	Farewell to the guest before the guest leaves RockBar.

Language function	Language Expressions	Remarks
Greeting and Introduction	"Om swastyastu, welcome to the RockBar. I am Tiara.	Give warm greetings to the guest

	May I have your ticket, please?"	
Asking for confirmation	"Certainly Mrs. Dominic. I just want to make sure that you are with 6 people is it correct Mrs. Dominic?"	Call the guest's name and make sure how many people will be joining RockBar
Making polite request	" I have the best table for you, Mrs. Dominic, if you like it I will escort you to that table."	Inform the guest to follow you to find the table:
Asking the guest	"That is all, maybe is there anything else that I can help you with, Mrs. Dominic?"	Ask the guest.
Bidding farewell	"Thank you for coming here Mrs. Dominic, and is there anything else that I assist you just call my name, Tiara, as your usher here."	Say thank you to the guest.
	"Thank you so much for coming here, I hope you have a wonderful experience here and please come back again and see you soon."	Farewell to the guest before the guest leaves RockBar.

Language function	Language Expressions	Remarks
Greeting and Introduction	"Om swastyastu, welcome to the RockBar. I am Tiara. Ticket please?"	Give warm greetings to the guest

Asking for confirmation	“Certainly Ms. Papricia. I just want to make sure that you are with four people is it correct Ms. Papricia?”	Call the guest's name and make sure how many people will be joining RockBar
Making polite request	“All right, Ms. Papricia, here is your table do you like it? Or maybe you want to change your table to another spot?”	If the guests have already found the table, inform the guest to sit down and open the napkin for the guest. If the guest is having dinner:
Asking the guest	“is there anything else that I can help you Ms. Papricia?”	Ask the guest.
Bidding farewell	“Thank you for coming here Ms. Papricia, and is there anything else that I assist you just call my name, Tiara, as your usher here.“	Say thank you to the guest.
	“Thank you so much for coming here, I hope you have a wonderful experience here and please come back again and see you soon.“	Farewell to the guest before the guest leaves RockBar.

Appendix 2. Respondent of observation: Usher 2

Three days observation of language function and language expression.

Language function	Language Expressions	Remarks
Greeting and Introduction	“Om swastyastu, welcome to the RockBar. I am Restu. May I have your ticket, please?”	Give warm greetings to the guest
Asking for confirmation	“Certainly Mr. Ternehen. I just want to make sure that you are with 6 people is it correct Mr. Ternehen?”	Call the guest's name and make sure how many people will be joining RockBar
Making polite request	“All right, Mr. Ternehen, here is your table. Do you like this table or maybe you want to change the table Mr. Ternehen?”	If the guests have already found the table, inform the guest to sit down and open the napkin for the guest. If the guest is having dinner:
Asking the guest	“That is all, maybe is there anything else that I can help you Mr. Ternehen?”	Ask the guest.
Bidding farewell	“Thank you for coming here Mr. Ternehen, and is there anything else that I assist you just call my name, Restu, as your usher here.“	Say thank you to the guest.
	“Thank you so much for coming here, I hope you have a wonderful experience	Farewell to the guest before the guest leaves RockBar.

	here and please come back again and see you soon.“	
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Language function	Language Expressions	Remarks
Greeting and Introduction	“Om swastyastu, welcome to the RockBar. I am Restu. May I see your ticket, please?”	Give warm greetings to the guest
Asking for confirmation	“Alright, Ms. Yunita. I just want to make sure that you are with 3 people is it correct Ms. Yunita?”	Call the guest's name and make sure how many people will be joining RockBar
Making polite request	“Excuse me, Ms. Yunita, here is our menu. If you want to order something, just call our server near here.”	Take the menu and give it to the guest.
Asking the guest	“That is all, maybe is there anything else that I can help you, Ms. Yunita?”	Ask the guest.
Bidding farewell	“ thank you for coming here Ms. Yunita, and is there anything else that I assist you just call my name, Restu, as your usher here.“	Say thank you to the guest.
	“Thank you so much for coming here, I hope you have a wonderful experience here and please come back again and see you soon.“	Farewell to the guest before the guest leaves RockBar.

Language function	Language Expressions	Remarks
Greeting and Introduction	“Om swastyastu, welcome to the RockBar. I am Restu. May I have your ticket please?”	Give warm greetings to the guest
Asking for confirmation	“Certainly Mr. Alex. I just want to make sure that you are with seven people is it correct Ms. Papricia?”	Call the guest's name and make sure how many people will be joining RockBar
Making polite request	“All right, Mr. Alex, here is your table. Have a seat, please. Here is the umbrella for you.”	If the guests have already found the table, inform the guest to sit down and open the napkin for the guest. If the guest is having dinner:
Asking the guest	“That is all, Would you mind letting us know if you have any requests, Mr. Alex?”	Ask the guest.
Bidding farewell	“Thank you for coming here Mr. Alex, and is there anything else that I assist you just call my name, Restu, as your usher here.“	Say thank you to the guest.
	“Thank you so much for coming here, I hope you have a wonderful experience here and please come back again and see you soon.“	Farewell to the guest before the guest leaves RockBar.

AUTOBIOGRAPHY



Putu Dicha Aryani, yang terlahir di Desa Pakisan tepatnya pada tanggal 21 Desember 2002. Penulis merupakan anak pertama dari pasangan bernama I Made Jaya Sukerta dan Luh Swardani. Adik kedua bernama Made Meily Aryani dan adik ketiga bernama I Nyoman Adhi Satrya Wiguna. Penulis merupakan warga negara Indonesia yang bertempat tinggal di Banjar Dinas Dajan Rurung, Desa Banjarasem, Kecamatan Seririt, Kabupaten Buleleng, Provinsi Bali.

Adapun riwayat pendidikan penulis yakni menempuh TK Negeri Saiwa Dharma Pakisan, dan kemudian penulis melanjutkan pendidikan di sekolah dasar di SD Negeri 3 Pakisan. Berlanjut ke sekolah Menengah Pertama penulis menempuh pendidikan di SMP Negeri 4 Kubutambahan, lalu kemudian melanjutkan pendidikan di jenjang sekolah menengah kejuruan di SMK Negeri 1 Sukasada dan mengambil jurusan akomodasi perhotelan dan sampai akhirnya lulus. Kemudian penulis melanjutkan pendidikan di jenjang Perguruan Tinggi Negeri di Universitas Pendidikan Ganesha dengan mengambil program studi D4 Bahasa Inggris untuk Komunikasi Bisnis dan Profesional.

PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul “Analysis of Sequence of Service, Language Functions, and Expressions used by Usher when handling guests at Rockbar Bali By Ayana Resort And Spa Jimbaran” 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, 23 Juli 2024

Yang Membuat Pernyataan

Putu Dicha Aryani