

APPENDICES

Appendix 1. Respondent of interview : Reception 1

Week 1

No	Language Function	Language Expressions
1.	Greeting	1. Hallo, Good Morning Sir / Madam 2. Good Afternoon Sir / Madam 3. Welcome to Hotel Puri Saron Lovina. Nice to meet you 4. Good Evening Mr / Mrs, Welcome to our hotel. How May I help you
2.	Asking for Opinion	1. Hi. My name Sarah, I want to know about your hotel. Could you give me some Information about your hotel, please? 2. You have many types for the room, right ? Sounds interesting. But, what is the difeerent between superior room and deluxe room? 3. Could you tell me the location of the hotel? 4. How about types of rooms in your hotel? 5. How about facilities available in your hotel 6. Sounds great. How about the room facilities? 7. May I know more information for the room rate?

		<p>8. What is the tourist attraction near in your hotel?</p> <p>9. Okay, can I have the contact number of your hotel? I want to stay in your hotel 2 days ago.</p>
3.	Giving Opinion	<p>1. Our Hotel is located at Lovina, the main center of tourism at Singaraja-Buleleng, North Bali</p> <p>2. We have 5 types of rooms. They are deluxe ocean view, Superior Standards Room, Junior Suite, President Suite, Villa 1 Bedroom & Villa 2 Bedroom</p> <p>3. Deluxe Suite is larger than Superior Standard room and it includes for bathroom and the best view for Ocean and access pool.</p> <p>4. The Facilities in our hotel, actually we have 3 public pools. The first one is main pool, baruna pool near from villa and kids pool. We also have SPA and 2 restaurants, the names are Mawar Restaurant and Baruna Restaurant. Next to our lobby is our mawar restaurant and beach bar at the Baruna Restaurant. And then we have other facilities. For our free facilities. We have shuttle baggy, yard area will be use for kids playing game.</p> <p>5. The room facilities, every room is equipped with channel television, minibar, air conditioner, safety deposit</p>

		<p>box, bath room, complimentary in room such as, shampoo, soap, tea, coffee, creamer and provide 2 bath towels in the room.</p> <p>6. If you want to know the Rate price in our hotel, you can scan the barcode first over there and then you can see all the information in our hotel like the price and the picture.</p> <p>7. If you are staying in our hotel, you can visit many tourist attraction as we are close to Lovina statue, Krishna Fantastic Land, Banjar Hot Spring, Vihara, Secret Garden Waterfalls. As you know the Lovina Center, best destination will be doing is Watching the dolphin and snorkeling also you can book for swimming with dolphin.</p> <p>8. So if you need any assistance or something. Our telephone number is 0362189765 or our WhatsApp</p> <p>9. +6287845011615. You can contact us anytime. Is there anything else that I can help you Mr/ Mrs</p>
<p>4.</p>	<p>Asking and Giving Directions</p>	<ol style="list-style-type: none"> 1. Could you tell me where the hotel is located? 2. What tourist attractions are near your hotel? 3. Can you tell me where I can have dinner tonight? 4. Is it far from our room? 5. Where is the room located?

		<p>6. Can you tell me about the tourist attractions around here?</p> <p>7. Are there any other tourist attractions suitable for kids?</p> <p>8. How can I get to a seafood restaurant nearby?</p> <p>9. Where can I find a money changer near your hotel?</p> <p>10. Do you know where the bakery is around here?</p> <p>11. Could you give me directions to the supermarket?</p> <p>12. Our hotel is situated in Lovina, the main tourist hub in Singaraja - Buleleng, North Bali.</p> <p>13. If you're staying at our hotel, you can visit many tourist attractions nearby, such as the Lovina statue, Krisnaland, Banjar hot spring, and Vihara Banjar.</p> <p>14. You can have dinner next to the beach and main pool at our beach bar.</p> <p>15. For nature tourism, there's Lovina Beach nearby. Additionally, you can visit the Twin Waterfalls and Kroya Waterfall in Sambangan.</p> <p>16. Yes, you can visit Krisna Adventure, which offers various activities for children such as flying fox, ATV, paintball, and trekking. There are also many photo spots. Additionally, you can visit the Hydroponic Tour where your family can engage in hydroponic vegetable farming with crops like</p>
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		<p>cucumber, kale, and lettuce.</p> <p>17. You can use our shuttle buggy, or if you prefer to go by yourself, exit the hotel, turn right at the main road, and walk about 200 meters. You'll find a seafood restaurant on your right side.</p> <p>18. Go straight, then turn right and continue straight for about 250 meters. You'll find a traditional market before the traffic light.</p> <p>19. The bakery is right in front of the money changer, across the street on your left side.</p> <p>20. It takes about 4 minutes to reach the nearby supermarket. Turn right at the main road and go straight until you see Pepito Supermarket on the right side.</p>
5.	Agreement	<ol style="list-style-type: none"> 1. Hmm... Alright, I'll book the Deluce room with Ocean view and Junior Suite 2. Okay, I'll book the President Suite. 3. Hmm... Alright. I'll take the Superior Standard Room 4. I sincerely apologize. I understand how upsetting this must be for you. I'm certain there has been a mistake. I'll send someone up right away to check on it. 5. Yes, that's absolutely right. 6. I think I'll take this room as well. 7. I agree with you. I'll reserve that room. 8. That's a great suggestion for a room for

		<p>my family.</p> <p>9. You know, I think this room is perfect for me.</p> <p>10. I have no doubt about your suggestion.</p> <p>11. I agree with your opinion to book the Deluxe Ocean View and Superior room.</p> <p>12. This is a great choice for staying at your hotel.</p> <p>13. That's a great suggestion, I like it.</p> <p>14. I trust your recommendation to take the terrace beach villa.</p>
6.	Disagreement	<p>1. I'm sorry, but it's non-refundable. You can find this information in your confirmation letter.</p> <p>2. Hmm... I apologize, but the price is already low compared to our usual rate of IDR 2,500,000 per night.</p> <p>3. I apologize, but I assure you the room has been thoroughly cleaned. Additionally, smoking is not allowed inside the room.</p> <p>4. If you don't believe me, you can check for yourself! I can't believe this hotel doesn't treat its guests properly. You can't even air out a room correctly! I'm definitely leaving a bad review for this hotel.</p> <p>5. I'm uncertain about your suggestion to take the room since it's on the second floor.</p>

		<p>6. I see your point, but I think the beach suite is more suitable for my family.</p> <p>7. That's a valid point, but I'm sorry, you'll be checking in with 6 adults, and our deluxe villa accommodates a maximum of 4 adults and 1 child under 12, with an extra bed charge.</p> <p>8. I understand, but according to our hotel policy, you cannot bring durians into the hotel.</p> <p>9. That's not entirely correct because you must pay for an extra bed during your stay or upon check-out.</p> <p>10. I'm not sure about your opinion because our staff arranges rooms according to guest orders, and the system reflects your order.</p> <p>11. Yes, that's true, but I'm sorry, you need to confirm your participation in the tour at least one day in advance, by 8 pm, so we can arrange transportation and a driver.</p> <p>12. To be honest, I disagree because we always assist guests in need. Guest satisfaction is our top priority, and we strive to resolve any complaints.</p> <p>13. I understand, but the room rate is very reasonable, and we've already offered you a discounted price for booking directly with us.</p> <p>14. I don't think that's accurate because all</p>
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		our staff are always attentive and disciplined in performing their duties.
7.	Complaint	<ol style="list-style-type: none"> 1. I have some issues with my room that I'd like to address. 2. Yes, I'm in Room 201, and I'm quite frustrated. This is unacceptable. I specifically booked a room with a king-size bed or something better, but instead, I received a room with a twin bed. 3. I need to report a problem with my room: the air conditioner isn't functioning properly. 4. I regret to inform you that my room is very dirty. I'm disappointed with the cleanliness standards of your hotel. 5. I'm experiencing issues with the Wi-Fi connection in my room. It wouldn't connect when I first arrived. 6. There's a problem with the water flow in my room. The shower provides very little water, making it take much longer to finish. 7. I'm dissatisfied with the room service. I ordered fried rice and apple juice, but received fried noodles and watermelon juice instead, which was frustrating as I was very hungry. 8. I'm upset with the housekeeping service. I requested room cleaning while I was at breakfast, but when I returned, the room

		<p>was in an even worse state than before.</p> <p>9. I'm sorry to say this, but I'm disappointed with the security staff. They were unhelpful in assisting me with finding a parking spot.</p> <p>10. I'm unhappy with my room's location. It's very noisy due to its proximity to the beach bar and main pool, despite my request for a quiet and comfortable room.</p> <p>11. I need to lodge a complaint about your service. I'm frustrated with the lack of response to my two calls to reception regarding a non-functioning air conditioner.</p> <p>12. The noise from the rooms adjacent to mine has been quite bothersome; they were playing loud music, which really disrupted my stay.</p> <p>13. I'm disappointed with my room reservation. I had requested a king-sized bed, but instead, I received a room with twin beds.</p> <p>14. I want to address an issue with my room: it smells of cigarette smoke even though I specifically booked a non-smoking room.</p>
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Appendix 2. Respondent of interview : Reception 2

Week 2

No	Language Function	Language Expressions
1.	Greeting	<ol style="list-style-type: none"> 1. "Hello, good morning! How can I assist you today?" 2. "Good afternoon! How may I be of service?" 3. "Welcome to Hotel Puri Saron Lovina. It's a pleasure to meet you!" 4. "Good evening! Welcome to our hotel. How can I help you this evening?"
2.	Asking for Opinion	<ol style="list-style-type: none"> 1. Could you explain the difference between a Superior Room and a Deluxe Room?" 2. Can you provide the location of your hotel?" 3. What types of rooms do you offer at your hotel?" 4. What facilities are available at your hotel?" 5. Can you tell me more about the amenities in the rooms?" 6. Could you provide more details about the room rates?" 7. What tourist attractions are near your hotel?"
3.	Giving Opinion	<ol style="list-style-type: none"> 1. We offer five room types: Deluxe Ocean View, Superior Standard Room, Junior Suite, President Suite, 1-Bedroom Villa,

		<p>and 2-Bedroom Villa."</p> <ol style="list-style-type: none"> 2. The Deluxe Suite is larger than the Superior Standard Room and features a bathtub, an ocean view, and pool access." 3. Our hotel offers three public pools: the main pool, Baruna Pool near the villas, and a kids' pool. We also have a SPA, two restaurants (Mawar Restaurant and Baruna Restaurant), a beach bar, a free shuttle buggy, a kids' play area 4. Each room includes channel television, a minibar, air conditioning, a safety deposit box, a bathroom with complimentary shampoo, soap, tea, coffee, creamer, and two bath towels." 5. Nearby attractions include Lovina Statue, Krishna Fantastic Land, Banjar Hot Springs, Vihara, and Secret Garden Waterfalls. Lovina Center is also ideal for dolphin watching and snorkeling; you can even book a swim with the dolphins."
4.	Asking and Giving Directions	<ol style="list-style-type: none"> 1. What tourist attractions are close to your hotel? 2. Where can I have dinner tonight? 3. Is the restaurant far from my room? 4. Where is my room located? 5. Can you tell me about the tourist attractions in the area? 6. Where is the nearest money changer?" 7. Can you give me directions to the

		<p>supermarket?</p> <ol style="list-style-type: none"> 8. Nearby attractions include Lovina Statue, Krisnaland, Banjar Hot Springs, and Vihara Banjar. 9. For dinner, you can dine at our beach bar located next to the beach and main pool. 10. For nature tourism, visit Lovina Beach, Twin Waterfalls, or Kroya Waterfall in Sambangan. 11. To find a traditional market, go straight, turn right, and walk about 250 meters until you reach the traffic light." 12. The supermarket is about a 4-minute walk. Turn right at the main road and go straight until you see Indomaret Supermarket on the right."
<p>5.</p>	<p>Agreement</p>	<ol style="list-style-type: none"> 1. I'll book the Deluxe Ocean View 2. "I'm sorry for the inconvenience. I'll send someone to address the issue immediately. 3. "Yes, that's correct. 4. I'll also take this room. 5. I agree; I'll reserve that room. 6. That sounds like a great option for my family. 7. I think this room is perfect for me. 8. I trust your suggestion. 9. I agree with booking the Deluxe Ocean View and Superior rooms.

		10. I like your suggestion."
6.	Disagreement	<ol style="list-style-type: none"> 1. "I assure you the room has been thoroughly cleaned and smoking is not permitted inside. 2. I'm not sure about the room on the second floor. It might not be the best option. 3. I understand your point, but I think the beach suite would be a better fit for my family. 4. I see your concern, but the deluxe villa only accommodates up to 4 adults and 1 child. An extra bed is available at an additional charge. 5. Unfortunately, our policy prohibits bringing durians into the hotel. 6. I'm not sure about that, as our system and staff follow the orders as placed by guests." 7. I respectfully disagree. We prioritize guest satisfaction and always aim to address any issues promptly.
7.	Complaint	<ol style="list-style-type: none"> 1. I have some issues with my room that need to be addressed. 2. The air TV in my room isn't working properly. 3. The Wi-Fi in my room isn't working; it didn't connect when I arrived. 4. The shower in my room has very low

		<p>water flow, making it difficult to use.</p> <p>5. I requested room cleaning while I was at breakfast, but the room was in worse condition when I returned.</p> <p>6. My room's location is noisy due to its proximity to the beach bar and pool, even though I requested a quiet room."</p> <p>7. I requested a twin bed but received a room with king-size beds instead."</p>
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Appendix 3. Respondent of interview : Reception 3

Week 3

No	Language Function	Language Expressions
1.	Greeting	<ol style="list-style-type: none"> 1. "Hello, good morning! How can I help you?" 2. "Welcome to Hotel Puri Saron Lovina. It's a pleasure to meet you!" 3. "Good evening! Welcome to our hotel. How can I help you this evening?"
2.	Asking for Opinion	<ol style="list-style-type: none"> 1. Can you share where your hotel is situated? 2. What room categories are available at your hotel? 3. What are the available amenities and services at your hotel? 4. Could you provide details about the in-room amenities? 5. Can you give me more information about the pricing for different rooms? 6. What attractions can be visited near your

		hotel?
3.	Giving Opinion	<ol style="list-style-type: none"> 1. We offer a variety of room options including Deluxe Ocean View, Superior Standard, Junior Suite, President Suite, and both 1-Bedroom and 2-Bedroom Villas 2. The Deluxe Suite offers more space than the Superior Standard Room, and it includes a bathtub, ocean views, and direct pool access." 3. Our hotel features three pools: the main pool, Baruna Pool near the villas, and a pool for children. Additional facilities include a SPA, two dining options (Mawar Restaurant and Baruna Restaurant 4. Rooms come equipped with cable TV, a minibar, air conditioning, a safe, a bathroom with complimentary shampoo, soap, tea, coffee, creamer, and two bath towels. 5. Attractions near us include the Lovina Statue, Krishna Fantastic Land, Banjar Hot Springs, Vihara, and Secret Garden Waterfalls.
4.	Asking and Giving Directions	<ol style="list-style-type: none"> 1. What are some of the attractions you can visit that are near your hotel? 2. How far is the restaurant from my room? Is it within a short walking distance?

		<ol style="list-style-type: none"> 3. Can you provide more details about the tourist spots and attractions in the surrounding area? 4. Could you tell me where the closest place is to exchange currency? 5. Can you guide me to the nearest supermarket? How do I get there from the hotel? 6. Attractions in the vicinity of the hotel include Lovina Statue, Krisnaland, Banjar Hot Springs, and Vihara Banjar. 7. For dining options, you can enjoy a meal at our beach bar, which is situated to the beach and the main pool. 8. To reach the traditional market, head straight, take a right turn, and walk approximately 250 meters until you reach the traffic light.
6.	Disagreement	<ol style="list-style-type: none"> 1. I'm not sure about the room on the second floor. It might not be the best option. 2. I see your concern, but the deluxe villa only accommodates up to 4 adults and 1 child. An extra bed is available at an additional charge. 3. Unfortunately, our policy prohibits bringing durians into the hotel. 4. I'm not sure about that, as our system and staff follow the orders as placed by guests.

7.	Complaint	<ol style="list-style-type: none"> 1. The Wi-Fi in my room isn't working; it didn't connect when I arrived. 2. The shower in my room has very low water flow, making it difficult to use. 3. I requested room cleaning while I was at breakfast, but the room was in worse condition when I returned. 4. My room's location is noisy due to its proximity to the beach bar and pool, even though I requested a quiet room.
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Appendix 4. Respondent of interview : Reception 4

Week 4

No	Language Function	Language Expressions
1.	Greeting	<ol style="list-style-type: none"> 1. "Hello, good morning 2. "Welcome to Hotel Puri Saron Lovina. It's a pleasure to meet you!" 3. "Good evening! Welcome to our hotel. How can I help you this morning?"
2.	Asking for Opinion	<ol style="list-style-type: none"> 1. Could you provide some insight into the advantages of each option and how they differ in terms of amenities and location? 2. What room categories are available at your hotel? 3. What are the available amenities and services at your hotel? 4. I'm considering upgrading my room and would like to know which option you recommend between the Deluxe Ocean

		<p>View Room and the Junior Suite. Could you explain the benefits of each and how they compare in terms of comfort and view? Can you give me more information about the pricing for different rooms?</p> <p>5. Could you suggest a few restaurants nearby and share your thoughts on which one offers the best dining experience?</p>
<p>3.</p>	<p>Giving Opinion</p>	<p>1. The Deluxe Ocean View Room provides stunning ocean views and direct access to the pool, making it ideal if you enjoy picturesque scenery and convenient pool access. The Junior Suite, on the other hand, offers more spacious living areas and additional comfort, making it a great choice if you value extra space and a more luxurious experience. In terms of pricing, the Deluxe Ocean View Room is generally priced higher due to the premium view and location. For exact rates, please check our website or contact the reception for the most current pricing information.</p> <p>2. Nearby, I recommend trying Mawar Restaurant, known for its excellent local cuisine and beautiful beachfront setting. Another great option is Baruna Restaurant, which offers a diverse menu and a relaxed atmosphere. If you're looking for something unique, Mina Segara is renowned for its fresh seafood and vibrant flavors. Each of these restaurants provides a distinct</p>

		dining experience, so your choice may depend on whether you prefer local dishes, a beachside atmosphere, or seafood specialties.
4.	Asking and Giving Directions	<ol style="list-style-type: none"> 1. I need some assistance with directions. First, could you guide me to the nearest money changer? I'm looking to exchange some currency. 2. Could you recommend a few restaurants within walking distance of the hotel and let me know how to get there? 3. Can you provide directions to the traditional market and inform me about the best route? 4. To find the nearest money changer, exit the hotel and turn right onto the main road. Walk straight for about 200 meters, and you'll find a money changer on your left side, near the corner of the street. If you need any assistance along the way, feel free to ask our staff for help
6.	Disagreement	<ol style="list-style-type: none"> 1. I'm not sure about the room on the second floor. It might not be the best option. 2. I see your concern, but the deluxe villa only accommodates up to 4 adults and 1 child. An extra bed is available at an additional charge. 3. Unfortunately, our policy prohibits bringing durians into the hotel. 4. I'm not sure about that, as our system and

		staff follow the orders as placed by guests.
7.	Complaint	<ol style="list-style-type: none"> 1. The Wi-Fi in my room isn't working; it didn't connect when I arrived. 2. The shower in my room has very low water flow, making it difficult to use. 3. I requested room cleaning while I was at breakfast, but the room was in worse condition when I returned. 4. My room's location is noisy due to its proximity to the beach bar and pool, even though I requested a quiet room.

Appendix 5. Respondent of interview : Reception 5

No	Language Function	Language Expressions
1.	Greeting	<ol style="list-style-type: none"> 3. "Hello Mam Good Morning 4. "Welcome to Hotel Puri Saron Lovina. It's a pleasure to meet you!"
2.	Asking for Opinion	<ol style="list-style-type: none"> 4. What facilities are available at your hotel?" 5. Can you tell me more about the amenities in the rooms? 6. Could you provide more details about the room rates?"
3.	Giving Opinion	<ol style="list-style-type: none"> 3. Nearby attractions include Lovina Statue, Krishna Fantastic Land, Banjar Hot Springs, Vihara, and Secret Garden Waterfalls. Lovina Center is also ideal for dolphin watching and snorkeling;

		<p>you can even book a swim with the dolphins."</p> <p>4. The Deluxe Suite is larger than the Superior Standard Room and features a bathtub, an ocean view, and pool access."</p>
4.	Asking and Giving Directions	<p>6. Where is my room located?</p> <p>7. Can you tell me about the tourist attractions in the area?</p> <p>8. Where is the nearest money changer?"</p> <p>9. Can you give me directions to the supermarket?</p> <p>10. Nearby attractions include Lovina Statue, Krisnaland, Banjar Hot Springs, and Vihara Banjar.</p>
6.	Disagreement	<p>6. I'm not sure about the room on the second floor. It might not be the best option.</p> <p>7. I see your concern, but the deluxe villa only accommodates up to 4 adults and 1 child. An extra bed is available at an additional charge.</p> <p>8. Unfortunately, our policy prohibits bringing durians into the hotel.</p> <p>9. I'm not sure about that, as our system and staff follow the orders as placed by guests."</p> <p>10. I respectfully disagree. We prioritize guest satisfaction and always aim to address any issues promptly.</p>

7.	Complaint	<p>e. I requested room cleaning while I was at breakfast, but the room was in worse condition when I returned.</p> <p>f. My room's location is noisy due to its proximity to the beach bar and pool, even though I requested a quiet room."</p>
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Appendix 6. Documentation during observasion and interviewed by Guest Service Agent 1

Name : Mr. Ketut Widiassa as Staff Front Office Hotel Puri Saron Lovina



Appendix 7. Documentation during observasion and interviewed by Guest Service Agent 2

Name : Mr. Jonathan Kanthiago as Staff Front Office Hotel Puri Saron Lovina



Appendix 8. Documentation during observasion and interviewed by Guest Service Agent 3

Name : Mrs. Widia Purnama Santhi as Staff Front Office Hotel Puri Saron Lovina

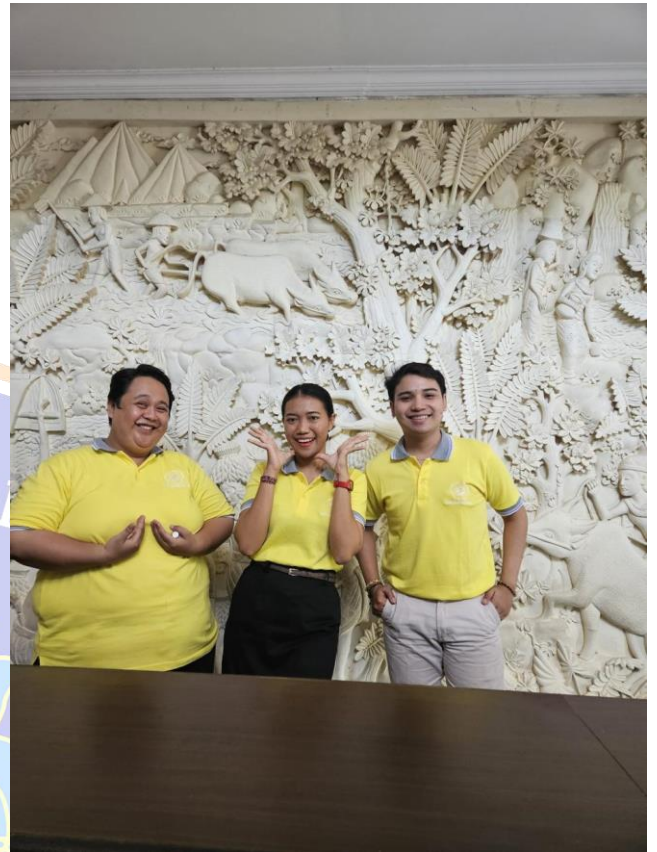


Appendix 9. Documentation during observasion and interviewed by Guest Service Agent 4

Name : Mrs. Ridma Widyantari as Staff Front Office Hotel Puri Saron Lovina



Appendix 10. Documentation during observasion and interviewed by Guest Service Agent 5



AUTOBIOGRAPHY



Kadek Deki Suardika is the name of the author of this final project. He was born on March 08, 2002, in Singaraja, Bali Province. The author is the second of four children from the couple of Putu Merta and Ketut Sukastini. The author is of Indonesian nationality and is a Hindu. The author addresses Jalan Merak Gg. Masa No 18, Singaraja City, Buleleng District, Buleleng Regency, Bali Province. The author entered education at SD Negeri 2 Singaraja in 2008 and graduated in 2014.

The author continued his education at SMP Negeri 1 Singaraja the same year and graduated in 2017. Singaraja. After graduating from SMP, the author continued his studies at SMA Negeri 4 Singaraja, majoring in linguistics and culture, and graduated in 2020. In the same year, the author was enrolled as a student at the Ganesha University of Education, Faculty of Language and Art in the English Diploma 4 English for Business and Professional Communication study program and finished his studies at the final of 2024. With perseverance and high motivation to continue learning and trying. Hopefully, the writing of this final thesis will contribute positively to the world of education. Finally, in the final semester of 2024, the author has completed the final project and expresses his most profound gratitude for completing the thesis entitled "*An Analysis Of Language Function And Language Expression Used By Guest Service Agent At Hotel Puri Saron Lovina Baruna Beach Cottages*". Furthermore, starting in 2024 and continuing until the writing of this final project, the author is still registered as a student D4 of the Diploma 4 English for Business and Professional Communication study program.