

## APPENDIX

### The Result of Interview with Waiters and Waitresses at Courtyard by Marriott Bali Seminyak Resort

No	Problems Communication	Staff 1	Staff 2	Staff 3
1	<b>Ambiguous word and unclear word</b>	<p>1. Waiter immediately apologized and asks the guest again if the meaning of his/her words is not understood. This is done politely, for example by saying, "Pardon sir/madam, can you repeat once again?"</p> <p>2. Waiter writes down the guest's request and shows it to him/her so that the actual meaning can be understood and there is no mistake in providing service.</p>	<p>1. Waitresses apologized to the guest about not understanding the guest's wishes.</p> <p>2. Waitresses change the order quickly or with priority.</p>	<p>1. Waiter make sure about the guest's wishes to make sure what the guest wants.</p> <p>2. The waiter must focus on the guest's request and understand the clue conveyed by the guest so that there is no confusion.</p>
2	<b>Handling problem with long utterance</b>	<p>1. The waiter when serving a guest who delivers a long sentence, what she does is usually focus</p>	<p>1. Waitresses deal with long-talking guests by displaying a professional</p>	<p>1. Waiters try to stay focused and listen properly and professionally.</p>

No	Problems Communication	Staff 1	Staff 2	Staff 3
	<b>and speech of speed</b>	<p>on capturing the gist of the guest's speech.</p> <p>2. The waiter was reconfirming what was understood to ensure there is no mistake in capturing the guest's intent.</p> <p>3. Then try to direct the conversation subtly so that the guest can convey the order or question more clearly and briefly.</p>	<p>demeanor by listening until the guest has finished speaking.</p> <p>2. Waitresses relay back the gist of the guest's message to make sure everything is correct.</p> <p>3. Waitresses try to catch clues from the conversation.</p> <p>4. Waitresses ask again politely to avoid mistakes.</p> <p>5. This helps him provide the right service even when there is a lot of information from the guest.</p>	<p>2. Waiters was takes notes or remember important things from the guest's speech and clues given by the guest.</p> <p>3. The waiter briefly reiterates to ensure his understanding is correct.</p> <p>4. If there are still parts that are not clear, waiter was asked again politely so that the service can remain in order with the guest's wishes.</p>
3	<b>Handling Guest with Different accents</b>	<p>1. The waiter asks the guest to speak softly and more specific</p> <p>2. The waiter writes down the guest's request so that there is no mistake about</p>	<p>1. Waitresses apologize to guests about orders that are not understood.</p> <p>2. Waitresses ask the guest to repeat the order they want.</p>	<p>1. Waiters usually listen with more focus and do not interrupt immediately.</p> <p>2. If there is a part that they don't</p>

No	Problems Communication	Staff 1	Staff 2	Staff 3
		<p>what the guest wants.</p> <p>3. The waiter repeats the order until it is correct.</p> <p>4. Waiters using LEARN Model techniques.</p>	<p>3. Waitresses write down and show the guest the desired order.</p>	<p>understand, they apologize to guests and usually ask the guest to repeat what they said politely or more clearly.</p> <p>3. In addition, they can look at the guest's expressions or gestures to help them understand what they mean. If it's still not clear, you can point to the menu or ask the guest to show you what they mean.</p> <p>4. The most important thing when serving guests is to remain calm, polite, and not show confusion so that guests feel comfortable.</p>
4	<b>Problem with Listening</b>	<p>1. The waiter politely tells the guest to speak in a louder and slower voice.</p>	<p>1. Waitresses apologized to the guest about not understanding the guest's wishes.</p>	<p>1. Serve guests with professionalism and guest awareness.</p>

No	Problems Communication	Staff 1	Staff 2	Staff 3
		<p>2. Waiters close the room so that the sound of music does not enter the private dining room.</p>	<p>3. Waitresses change the order quickly or with priority.</p>	<p>2. The waiter approaches the guest so that the waiter can hear the voice of the guest and the order taking process runs smoothly.</p> <p>3. Waiters always double check and ask for anything the guest needs.</p> <p>3. With waiters being aware of guests, communication smoother.</p>
5	<p><b>Handling problem with distracted concentration</b></p>	<p>1. The way to handle this problem is the same as handling others such as being professional.</p> <p>2. Apologizing to the guest, trying to be calm and focus on what the guest said, and repeating what the guest asked for.</p>	<p>1. Using the LEARN model, this technique is used if the mistake made is quite severe and the guest is not satisfied with the service provided because of the waitress's mistake.</p>	<p>1. It's usually the same way to handle it, apologizing first about the mistakes we've made.</p> <p>2. Be professional when serving them. Focus on listening to the main points raised by the guest.</p> <p>3. Repeat the guest's order until it is</p>



No	Problems Communication	Staff 1	Staff 2	Staff 3
				correct. Be calm, focused and professional.
6	<b>Handling problem with pronunciation</b>	<ol style="list-style-type: none"> <li>1. The waiter was encountering such problems and usually apologizes first and then ask the guest to repeat the guest to speak politely.</li> <li>2. The waiter was listening well and confirm what the guest meant.</li> </ol>	<ol style="list-style-type: none"> <li>1. If for example guests have difficulty pronouncing the menu they want to order such as Chinese, Korean, and other guests who are less proficient in English or pronounce it with difficulty usually apologize first.</li> <li>2. After that show the menu ordered and help choose the food. After that, if it is still difficult.</li> <li>3. Waitress also usually ask the guest to mention the letters of the word or try to write the word.</li> </ol>	<ol style="list-style-type: none"> <li>1. Handle guests professionally, apologize to guests.</li> <li>2. The waiters ask guests to speak back what they want to say politely.</li> <li>3. The waiter also takes note of the guest's wishes and repeat them until they are correct.</li> <li>4. The waiter shows photos of food and drinks if guests have difficulty giving clues to the food they want.</li> </ol>

No	Problems Communication	Staff 1	Staff 2	Staff 3
7	<b>Handling guest with emotional, ignorant, and impatient</b>	<ol style="list-style-type: none"> <li>1. The waiter apologized to the guest about the order error.</li> <li>2. Waiters using LEARN Model techniques.</li> <li>3. Waiters prioritize orders so that guests do not complain.</li> <li>4. Waiter gives complimentary dessert for free to make guests feel happy.</li> </ol>	<ol style="list-style-type: none"> <li>1. Waitresses informed the manager about the problem.</li> <li>2. Waitresses give the appropriate discount of 10% for Marriott members so that the problem does not become bigger.</li> </ol>	<ol style="list-style-type: none"> <li>1. The first is to be calm. We also have to be professional, so that we don't get carried away with our emotions when serving them.</li> <li>2. We must first know and understand what the guest's problem is.</li> <li>3. We must use the LEARN model as a bridge to overcome all problems.</li> <li>4. LEARN model is Listening, Empathy, Apologize, Response, and Notify. From applying these techniques, all problems was resolved professionally.</li> </ol>

No	Problems Communication	Staff 1	Staff 2	Staff 3
8	<b>Handling problems with foreign language</b>	<ol style="list-style-type: none"> <li>1. Waiter use Google Translate to communicate with guests so that communication can go well.</li> <li>2. Waiters show a picture of the food or drink that the guest wants so that the guest knows what to order.</li> <li>3. Waiters provide recommendations to guests so that guests are not confused choosing food or drinks.</li> </ol>	<ol style="list-style-type: none"> <li>1. Waitress gives food recommendations to guests and recommends Asian food.</li> <li>2. Waitresses use Google translate to communicate with guests if guests don't understand the waiters' explanation at all.</li> </ol>	<ol style="list-style-type: none"> <li>1. Waiter serves guests with care, detail, professionalism and do not discriminate against guests.</li> <li>2. Waiters serve guests by looking for clues submitted by guests</li> <li>3. Waiter use Google translate as a means to communicate to guests.</li> </ol>

**a. Appendix of interview on the first waiter at Courtyard by Marriott Bali Seminyak Resort**

**R1= Respondent 1 (Researcher)**

**R2= Respondent 2 (Waiter)**

Name	Text Interview
<b>R1</b>	“How do you handle breakfast, lunch and dinner?”
<b>R2</b>	“Actually, it's not much different mostly if it's breakfast buffet, where we have a lot of variety of food there are western, Balinese, Asian, then there is Balinese food too, Balinese cake, and ala cart rarely choose. If the greeting itself is almost the same, we use 15/5 rules 15 steps we have to eye contact to guests after 5 steps we greet guest by name if you know and say hello like good morning as usual, it is also ee what like part of breakfast, lunch and dinner”.
<b>R1</b>	“When serving guests, maybe we have problems when serving guests or handling complaints and many, maybe when serving guests, you have never experienced obstacles or communication problems when serving ee... these guests and then how do your handle's... face or handle these problems, maybe you can give and mention what problems you often face, then how to handle these problems like what, for example, step by step.”.
<b>R2</b>	“Then it's like a guest, this needs to mention the country or not? Alright it's a Chinese guest, where some Chinese guests don't understand English. Yes, so at the time of taking this order, the position at lunch was still confused and he also didn't know the menu. So, she's like really confused ... really confused right. So, the first tip is that we have to use google translate first, the second is indirectly I tell how the food looks like the photo of the food is not told, so that's a very good way to do it so that complaints don't occur. The first one is from google translate and the food photo.”

Name	Text Interview
<b>R1</b>	<p>“Even from the guests, she doesn't seem to have any problems, like using google and using photos to explain this food like this, which means she's like okay, which means she's not complicated”.</p>
<b>R2</b>	<p>“Yes, they don't have a problem because we also tell them about our bestseller or signature, for example our fried rice which is one of our bestsellers and a lot of food like chicken satay, eggs and also the guests want to try Asian food so that's what it is”.</p>
<b>R1</b>	<p>“That means we also provide recommendations so that they are also fluent. So, the communication is also equally smooth even though they don't understand the language differences. Maybe besides language differences, what are other experiences when handling guests and there are problems, for example taking the wrong order because the guest is fast talking or the restaurant atmosphere is noisy?”</p>
<b>R2</b>	<p>“Yes, of course. So, the situation in the restaurant is that we have a live music band so it's a bit noisy, so the guests are talking very small, right, then the guests are in the PDR (Private Dining Room) right, which initially the door was opened so it was closed so that the sound was not noisy, right, after that we also tell the guests directly try to talk slowly and a little bigger that way”.</p>
<b>R1</b>	<p>“So, you have to speak politely so that there is no miscommunication too. Does that mean you have also given this method, for example, when the guest made an order error?”</p>
<b>R2</b>	<p>“Oh never. For example, fried rice fried noodles. So. the guest ordered fried rice, I already didn't repeat it, it turned out that he was like the most disregarded of us like busy playing cellphones when I repeated it, it was my fault really, so I already brought the food, I repeated it, he was okay, I don't know if he heard it or not. Then when the food came with fried noodles, how come in fish you already see ee.ee. eh... so at first, he said fried rice, I already didn't repeat it, then when I repeated it's he seemed to ignore it, and after that the fried rice food came out, then he said, how come fried rice, I ordered fried noodles, I already repeated it, why did</p>

Name	Text Interview
<p><b>R1</b></p> <p><b>R2</b></p>	<p>you say fried rice. How to overcome this we use the LEARN model. The LEARN model stands for L is Listen where we listen to the guest's complaints. E empathy where we feel what the guest feels, A is we apologize where we ask for forgiveness for our mistakes, R respond or our reaction, so we immediately apologize, apologize and then change from fried rice to fried noodles, and the last one is Notify so we have to inform the leader and, in the group, and in the group or friends”.</p> <p>“Oh, so to confirm that there was a mistake there was a miscommunication between the guest and the staff. Means besides being replaced, have you ever done a discount, for example, the guest is okay, then you give a discount on the orders of the supervisor, you know how?</p> <p>“Usually if the guest is like that, I usually give a complimentary dessert, maybe a food plater with fruits so that's from me personally”.</p>
<p><b>R1</b></p> <p><b>R2</b></p> <p><b>R1</b></p>	<p>“That means there are two ways, we really understand what the situation is like and we give a little and give an impression to the guest. Then if, for example, there are language differences, then there are Chinese guests who cannot speak English, it means that from us there must be sign language. Marriott is an international hotel so for example, if there are guests from outside whose accents speak quickly, sometimes we are confused and we don't even focus on listening to their accents, their accents are different, have you ever experienced accents like that, for example British accents, UK”.</p> <p>So, for example, when taking order, they mention ordering drinks with their accent in their own language so for example we are still confused. So, the first thing we do is we ask again or pardon me so then slowly please then also write not yes, yes write may and also when we finish taking the order we also have to repeat the order so that there are no order errors. So, ask the guest to speak slowly and confirm the order by repeating it.</p> <p>So, the way to deal with it is by speaking politely too, so that the guest is not offended according to their accent. For the next one, I want to ask</p>



Name	Text Interview
<b>R2</b>	<p>you, for example, if you are handling complaints, how do you handle it, have you ever served a guest complaint about poor service, poor food?</p> <p>With the LEARN Model. So, we ask the guest's preference, for example if he orders fried rice but he doesn't like it then we ask what his preference is after we know what his preference is we tell the chef what his preference is whether the chef can do it or not.</p>
<b>R1</b>	<p>“Maybe there are more problems you have experienced and how to solve them?”</p>
<b>R2</b>	<p>“If at the event, oh, during the event maybe yes, so during the event we were busy right, then at the event we had a stall, maybe at our stall the pasta station, where we make base on requests. So, at that time the position of the pasta station was really crowded and this guest happened to be a little bit upset because maybe he thought it took too long to make it right and the position at that time at that time had other complaints maybe like in the room. So, maybe the way to overcome it is to prioritize food with, we prioritize his food at the pasta station so that there is no second problem and give an estimate of serving time from the start.</p>

**b. Appendix of interview on the second at Courtyard by Marriott Bali Seminyak Resort**

**R1= Respondent 1 (Researcher)**

**P2= Respondent 2 (Waitresses)**

Name	Text Interview
<b>R1</b>	<p>“So, here I am as a researcher at the Courtyard by Marriott Bali Seminyak Resort, where the title of the proposal I researched was communication Problems faced by Waiters and waitresses in Serving guests. Thank you for being a resource person in this research. So here I have permission to ask first such as Chika's first self-introduction and how long she has worked there”.</p>
<b>R2</b>	<p>“Introducing my name Chika more often called Chika working at Courtyard by Marriott Bali Seminyak Resort. Where for 2 years it was six months of training, daily workers have started one and a half years already there and until now it has been staff for more or less 3 years until now”.</p>
<b>R1</b>	<p>“It's been quite a long time and of course there have been many experiences faced. Okay, so here I will ask you a few questions about communication problems that you may face as a waitress when serving guests, so let's just ask the first question, namely what kind of communication that you have experienced or faced so well, serving you, for example, such as uh, for example, it is difficult to communicate because for example the guests do not speak English or eee a noisy atmosphere So you don't hear each other which mentions so that problems will occur in the future so maybe you know from Chika if there are problems like that, let's say share your experience”</p>
<b>R2</b>	<p>“That is, from personal experience, the most common thing is if for example you have difficulty communicating in English because in hotels, the main language must be English. There and sometimes there are most often Asian guests, for example Japanese, Korean, like that, it is very difficult to communicate using English. Meanwhile, sometimes</p>

Name	Text Interview
<p></p> <p><b>R1</b></p> <p><b>R2</b></p>	<p>they order sometimes they use their own language like that which we don't understand. But usually if they're ordering, they usually just point to the menu so we can already understand from that side. But if for example from the other side, for example, they want to know what is in the hotel but they can't say it, they usually use Google Translate more often so that it is easier to understand what the guest means so that we can also explain it to the guest like that”.</p> <p>“Well, it means that the first problem you faced was because the guest could not speak English, which made it difficult to communicate and it means that to handle it by using Google Translate to communicate as well”.</p> <p>“Yes of course”</p>
<p><b>R1</b></p> <p><b>R2</b></p> <p><b>R1</b></p> <p><b>R2</b></p>	<p>“Were there any other problems you had with them that led to other communication problems?”</p> <p>“Communicating like that, if there are other things, maybe it's like this, for example, there is a guest who needs something eee he ordered and it needs a discount. But on the one hand, his order can't be given a discount because he already has a drink order that uses a discount and he also asks for his food order to also use a discount. Whereas in the charge system, if the drink is happy hour, there is already a discount so the discount he asks for for this food cannot be combined with the happy hour discount because then he will double the discount and definitely pay less. But sometimes on the guest side, they don't accept it, they don't want to be there, it's a bit difficult to communicate when meeting guests like that. For example, Indian guests like that because they really expect to get a discount there, it's more difficult to tell the guests”.</p> <p>“That means it's like eee ego including their ego in dealing with guests who have a tough attitude or don't care about the rules. So maybe you can tell me how it happened, for example with the guest”.</p> <p>“So, the first way uh, for example, it can happen is that usually the guest says what is it a little bit until Oh so Oh so at first, usually the guest must</p>

Name	Text Interview
	<p>have ordered the guest first, after finishing the order, I already ordered food eee and the guest asked for a bill. So, finally when we already gave the bill so like at the pool bar there is something called Happy Hour so Happy Hour is definitely like he buys one drink and then another drink is free like that and it's a 100% discount on the free drink like that. Now on the other hand, they also have food orders, for example, this guest is a member so he will definitely get a 10% discount for you members, but if he has a Happy hour order, he can't get other discounts like that. So, when we explained that member discounts and Happy hour discounts can't be combined, sometimes it's a little difficult for guests to be told like that, like they don't accept it, we don't accept it when we say it like that. Now if for example it's like that, we can't tell the guests, usually we immediately call the manager to tell them more so that the guests don't complain more. Well, after for example I was told by the manager, for example, if I've been told by the manager too, the guests don't want it, usually they are forced to give the discount. If, for example, the guest already understands, sometimes the guest understands, sometimes there are those who don't understand like that, usually if they already understand, but usually we don't give it again, just for fear that the guest will complain”.</p>
<b>R1</b>	<p>“Maybe there are problems that you have faced when handling guests that cause communication problems when serving them?”</p>
<b>R2</b>	<p>“Once, when I was incharge breakfast, the guest was old. Well at that time it was really crowded and suddenly the guest asked for a second coffee, well he asked for an outlate but I heard it was a hot Latte because right from oats and hot it's like a bit the same so the breakfast situation was chaotic. So, when it was time and the guest also spoke very slowly and softly. So, when he came, I didn't bring it and when he tasted it, maybe there was no oatmeal flavor. Well finally he called again but what was called was my friend who didn't invite a section so he said how come this coffee doesn't taste like oatmeal, it's just like a normal fresh milk</p>

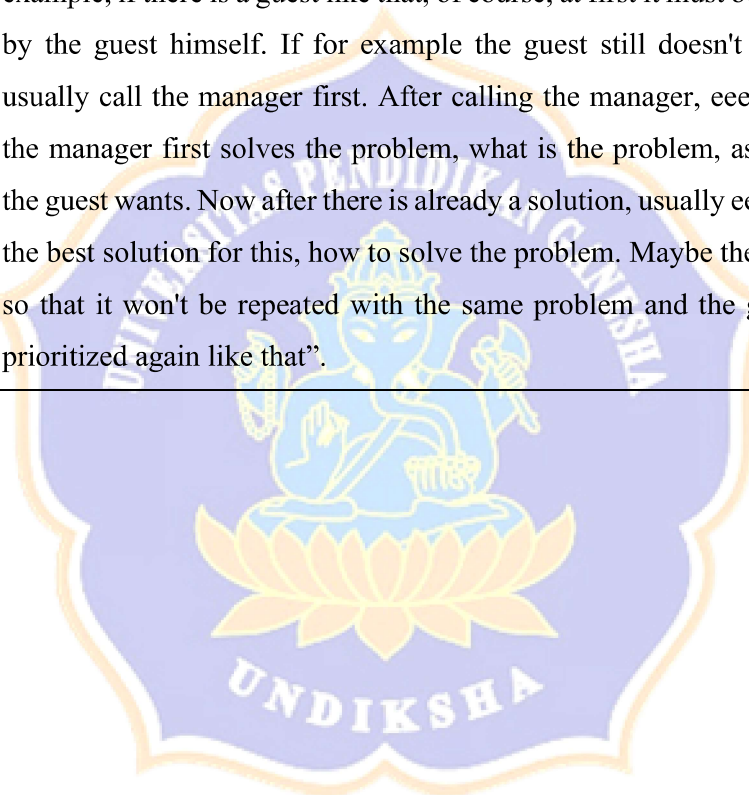
Name	Text Interview
<p><b>R1</b></p> <p><b>R2</b></p>	<p>flavor. Finally, I didn't come back, it turned out that he ordered oatmeal. Then I immediately apologized and went straight to the bar to change the guest's order to Hot Latte with Oat Milk”.</p> <p>“It means that the atmosphere in the restaurant was very crowded at that time and the voice of the guests was a little small”.</p> <p>“Yes, it's true. So, it's like since then, at that time, I immediately went to the bar to tell the bartender to make it again immediately without waiting anymore because he was also wrong to give your order too and immediately the next day, I knew what his favorite was like that just to be safe and that's the third one I wrote art”</p>
<p><b>R1</b></p> <p><b>R2</b></p> <p><b>R1</b></p> <p><b>R2</b></p>	<p>“Maybe besides that, do you have any experience handling other guests with other communication problems?” “Ini sih</p> <p>“The problem with accents is that if a guest has a British essence, it's hard to understand it, but it's rare. Just once I met a guest using British essence and at the beginning he asked for “butter” but I heard him say “bak eh”. It was hard to hear it while what was it like that in my heart at that time what did it mean. After that, I listened to it again, once I didn't ask the guest to repeat it to say Oh it turns out it was “butter” that was requested until finally I apologized to the guest because I didn't understand but the guest was okay, he just laughed because he also understood because the essence was difficult to understand, so it was just normal”.</p> <p>“It means that at that time it was difficult to understand and it was just because I wasn't used to it”.</p> <p>“Yes, it's true because I'm not used to their accent.”</p>
<p><b>R1</b></p> <p><b>R2</b></p> <p><b>R1</b></p>	<p>“Maybe besides that, do you have any other experiences while handling guests?”</p> <p>“Once the guest spoke at that speed but ee We can really tell the guest to speak slowly so that it is easy to understand too, so that we also answer correctly, okay.</p> <p>“Maybe you can retell the incident when the guest talked to you?”</p>



Name	Text Interview
<b>R2</b>	<p>“Oh, at that time she said she had gone to the salon, and then she liked the way she talked like she was from Africa. So, it's like she speaks fast and her language is also like what we usually hear, the Australian Americans are easy to listen to. But if she doesn't hear the language she speaks, she said she went to the salon after getting her nails done, and nail art, after a spa massage, and all that. Oh, so it's like I want to respond too like what she said, but when I heard like nail art massage, I already understood oh that means she's finished from body care, that's what it means. This means that at this time it's like eee not responding but like Oh just do it, yes but just like understanding from one or two sentences that he said from massage and nail art is like oh so. She seems to immediately understand that she likes the nail art and the mass and everything else that she has gotten from the salon, so if she is there, she is also like happy that the communication is the same, it just so happens that she is a good guest”.</p>
<b>R1</b>	<p>“Maybe besides that, are there any other communication problems that you face, maybe in terms of pronunciation, product knowledge and so on”.</p>
<b>R2</b>	<p>“If that's the case, he must have said something like that, maybe there is something a little different with the guest, I think he must have. I think it's like for example want to say eh we say jimbaran plater so for example the guest says “jyimara”, or another menu there is satay satay so he says it, it's often like there is that problem. Indeed, there are a few Indonesian menus, maybe the guests read it a little differently”.</p>
<b>R1</b>	<p>“Okay, maybe there are some more experiences that you've encountered while greeting your guests?”</p>
<b>R2</b>	<p>“Maybe that's just the experience of communication problems when handling guests that I have experienced”.</p>
<b>R1</b>	<p>“Okay. Maybe I want to ask you again about how to handle the step by step from the beginning for example until finally the problem can be resolved”.</p>



Name	Text Interview
<b>R2</b>	<p>“If usually if it's really bad, usually we will give the most effective discount, the most effective discount. Then if not, usually we give complete materials such as sending fruit to the room or sending anything, for example, that he likes, like in the past a guest asked to send Coconut to his room but for example, yes, that or sometimes for example if it's really bad, for example, it's a problem with a guest, usually you can even stay one night. In addition, if there is a problem, step by step, for example, if there is a guest like that, of course, at first it must be resolved by the guest himself. If for example the guest still doesn't accept it, usually call the manager first. After calling the manager, eee...usually the manager first solves the problem, what is the problem, asked what the guest wants. Now after there is already a solution, usually eee...given the best solution for this, how to solve the problem. Maybe the next day so that it won't be repeated with the same problem and the guests are prioritized again like that”.</p>



**c. Appendix of interview on the third waiter at Courtyard by Marriott Bali Seminyak Resort.**

**R1= Respondent 1 (Researcher)**

**R2= Respondent 2 (Waiter)**

Name	Text Interview
<b>R1</b>	<p>“Okay, thank you in advance for being a resource person for my research. So right away I will ask the first question, namely what communication problems have been faced when serving guests so for example dealing with guests who cannot speak English then for example a noisy atmosphere can cause communication problems because of this. So have you ever experienced these problems and can you tell me how it happened and how to avoid it from you?”.</p>
<b>R2</b>	<p>“From the matter of the problem, the value of world communication like that must be a lot because we meet many different people and different countries, different languages, different social cultures are also different, we as people like that must be professional in capturing things that are unclear or communication problems. In my experience, if there are things like that, we have to remain professional. So, we still play contact, we still respect them even though we may not initially understand what they are saying because of the different language, usually Chinese people usually context with the interlocutor as well as our Voice of tone when we respond to it so we still even though we eee don't understand we still eee show and preferably so we respect the Eh interlocutor. Even though he is in that case we have a little difficulty communicating it anyway”.</p>
<b>R1</b>	<p>“It means that you have handled guests in China whose language is definitely limited but if you have handled it, maybe you have used Google or shown photos of food like that when handling them”.</p>
<b>R2</b>	<p>“Like Chinese guests who don't speak English, of course we also definitely don't immediately say we don't want to serve him or ignore him, but we still, especially in this modern era, we already have Google translate so we can't win that for a means to be able to help. So, they can</p>

Name	Text Interview
	<p>also uh mutually try to get the clue so if we have got the clue we can slightly not to solve what he wants so yes Hmm but if even though they don't speak English, they also have to be uh professionally on this screen because those who don't exist so yes continue to be good and professional we respect the existing guests. So, don't let us be called racist, so just because they don't speak English, we don't even ignore him so we see the Caucasians we just served, that's not good".</p>
<b>R1</b>	<p>"Then maybe there are other communication problems that you face besides dealing with you who can't speak English".</p>
<b>R2</b>	<p>"Like there are cases, right, if the others, maybe there are also some cases like the guests I said older. So, people who are older so this guest is old but still silent travel usually their voice is a little blurred. There is also a voice that is not clear so their dah. Then what's the name, we listen carefully, it's okay to ask. So just try to stay professional. We also have to be aware of Oh, this guest wants to need this, we have to keep double checking sometimes like that, we can just hear what we hear, if we are aware ourselves, usually the communication is smooth. We can also maybe get closer to the guest closer to maybe there are some communication problems as usual and also mending to eh what the guest said is not clear, that's actually the operation".</p>
<b>R1</b>	<p>"Maybe there are other problems and experience in handling communication problems faced?"</p>
<b>R2</b>	<p>"For things like that, it's usually more in the guests, for example, they want to take away, but when they take away the food, how many guests do they ask for a box so they can take away right, we are can take away, they ask for a box or they want to take it but they don't know the language how to say take away. So yes, we make sure so eee what the guest wants. So, if for example he wants eee his food to be wrapped so between the usual ingredients, the language is finish and is finish you can take away and he wants ee his food to be taken home later. So, if we don't focus on listening so ee the guest wants to eat the food to be wrapped later, we</p>

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	clear up, right? So that's where we make sure if you, for example, ask for take it if you know we see a lot of food, we can just make sure, okay that means you want to take it or this is finished, we can clear up, that's all.
<b>R1</b>	“Well, thank you for the answer. Maybe if from other experiences, have you faced problems while serving these guests and how to handle these problems, such as facing problems with hearing due to the crowded or noisy restaurant situation?”
<b>R2</b>	“If his hearing is lacking, even though he's never experienced something like that. That's usually the point, if it's poor listening like this, it's rare because there we eee each waiter has been divided into sections. So, we are already focused on each table that we have got, we have to be responsible there. So, we give full attention there even if there are other sections that need support so we prioritize our section first so at that time it should be because we don't directly handle thousands of people so most of them must still be able to handle Kok. But if for example you handle it with a noisy restaurant situation like that, maybe you have but it can be overcome”.
<b>R1</b>	“Alright, maybe from other experiences such as lack of product knowledge, or about English proficiency regarding vocabulary, pronunciation, and other situations?”
<b>R2</b>	“I haven't experienced anything like that and other situations and so far, that's probably the only experience in dealing with situations of communication problems when serving guests”.
<b>R2</b>	“Okay. For the last question, maybe you can give or explain how to handle in general about handling guests and dealing with communication problems? Maybe you can explain it step by step”.
<b>R2</b>	“So, if we in every company already have the name SOP yes for cases that complain so because I am in the Marriot brand, there is something called LEARN model. So, I think Citra also knows and the model is to copy the complaint so we first speak according to empathy after that we

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	<p>just understand everything what you feel first, after that we can only be responsible or we can react we can give the action, for example, you don't like the food is cold or yes you can't eat cold we can change the food, the action is we change the short kitchen we make sure everything is warm temperature all good items all according to what is on the menu and then also don't forget to check back so our unit has completed eee I have stopped again to the guest. If he is satisfied with the food, we haven't stopped there, maybe we can offer him for dessert, usually in restaurants, if we are a collection of food, I am definitely more into maybe complimentary drinks or food. Before we give a discount because at Marriott, most members already get a discount so that they don't accumulate discounts. So, I can just maybe he wants a complimentary drink again if he wants or we give dessert. Maybe from me it's step by step how to handle communication problems.</p>
<b>R1</b>	<p>“If for example special training such as training for staff from the hotel does it exist? So maybe this exercise or training is given so that staff have more additional knowledge to overcome various obstacles and problems faced?”</p>
<b>R2</b>	<p>“If it's a matter of specifically learning the language, no, because nowadays, most guests who are like that, they must have a point or yes, the contents are usually always there like that, if for lessons or special classes for language, no, usually for self-taught things that maybe we can learn by ourselves of course can still be done. If it's like there are no lessons, so indeed if in the hotel there is still training about the whole hotel or uh parts so the F&amp;B section has training in the front office section there is f &amp; b, housekeeping department. Moreover, in the property, we have guidelines so for every new hire, they must get training, whether it's about product knowledge, about how to handle complaints, about descriptions, they all get it so everything is actually complete so that's why we have something called training hours so that within a year we must continue to carry out training until we have</p>



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	<p>fulfilled the target of our training hours. For example, if I have 60 hours of training hours in a year, I have to take any training but there is a minimum like that. That's why each property has its own rules, so if it's in Marriott, it's just a posture that requires employees to have a training hour”.</p>





## RIWAYAT HIDUP



Desak Ketut Citra Damayanti lahir di Singaraja pada tanggal 19 Agustus 2002. Penulis merupakan anak keempat dari pasangan Dewa Nyoman Mataram dan Jro Ketut Widiasih. Kini penulis beralamat di Banjar Dinas Dangin Margi, Desa Pemaron, Kecamatan Buleleng, Kabupaten Buleleng, Provinsi Bali. Penulis menyelesaikan Pendidikan dasar di SD N2 Pemaron dan lulus pada tahun 2015. Kemudian, penulis melanjutkan Pendidikan menengah pertama di SMP Negeri 4 Singaraja dan lulus pada tahun 2018. Penulis lulus pendidikan menengah atas di SMA Negeri 2 Singaraja pada tahun 2021. Penulis lalu melanjutkan Pendidikan D4 Program Studi Bahasa Inggris untuk Komunikasi Bisnis dan Profesional di Universitas Pendidikan Ganesha, Singaraja.

