

APPENDIX

The result of recording the conversation between Gift Shop attendants and customers in Lovina Bali Resort

A1	Attendant 1
A2	Attendant 2
C	Customer

Customer	Subject	Conversation
1	A1	Hello, Good Morning, Madam. Welcome to Gift Shop.
	C	Morning...
	A1	How can I help you, Madam?
	C	Oh, I'm just want to looking around, is it ok?
	A1	Yes, sure. Take your time.
	C	Hm, can I try this?
	A1	Of course, Madam. We have some tester here, so you can try which one is the best. For your information, this coconut oil has essential smell that produced by local people. There are 4 types of smell, frangipani which is the best-seller, lemongrass, cendana, and ylang-ylang.
	C	Yups, I will take 2 frangipani and 1 ylang-ylang, please.
	A1	Alright, is there anything else, Madam?
	C	No, just that all, thanks.
	A1	Ok, I will make a bill for these items.
	C	Sure.
	A1	So, the total is 120.000 rupiah. Would you like pay by cash or charge the room?
	C	Charge to the room, please.
	A1	Okay, that would be easier. Can I have your name, room number, and signature? <i>(fill in the bill)</i>
	C	Yes...
	A1	OK, all done. Thank you so much for coming to Gift Shop, Madam. Have a great day.
	C	Thank you, bye...
2.	A1	Good afternoon, welcome to Gift Shop. How may I assist you?

	C	Good afternoon. Yeah, I'm thinking of some present for my friends. What is recommended here?
	A1	Aa, sure. I'll show you for some best souvenir, please follow me. Here you go, you can make a selection with these items.
	C	Ok, all of these souvenirs are really good, but can you give me a discount, because I'd love to buy 8-10 items.
	A1	Hm, yeah you will get a 15% discount if your spending reaches 500,000 rupiah. How about that?
	C	Um, Ok. That would be great. However, I want to take my wallet first, and I'll be back soon afterwards.
	A1	Oh, alright take your time. I'll wait for you here.
	C	Sure, bye.
3.	A2	Good morning. How was your day, Madam?
	C	Morning. Good thanks. I just want to look around, what are selling here, is it ok?
	A2	Absolutely yes, Madam. What are you looking for? Let me show you the best seller items here.
	C	Hm, I think something cute & unique with Balinese culture. It's for a gift!
	A2	Alright. As your need, we have these items that have great value and suitable to present as a gift.
	C	Wow, super! I'd love that. How much is it?
	A2	For this souvenir, it will be cost at 150.000 rupiah per pcs.
	C	Hm, so expensive. Could you make a better price for me? Cuz, I love it so much.
	A2	Ok let say, if you buy two, I will give you special price at 425.000 rupiah.
	C	How about 400.000 rupiah for 2?
	A2	Actually, we already give you special offer at 425.000 for 2 of these, Madam.
	C	Alright then please keep it for me, I'll take it.
	A2	Sure, is there anything else, Madam? We still have other items that much prettier, you want to see?
	C	Yeah, of course.
	A2	As you can see, this souvenir is designed with art and written "I Love Bali" inside. So, it makes a best gift you taken special from Bali.
	C	Yups, that look so nice. I'll take it also.
	A2	Okay, anything else?
	C	Sure, I will make a bill for you.

	A2	Would you like pay by cash, credit card, or charge to the room to make it easier for you.
	C	Yeah, just put it on my room bill.
	A2	Ok, please fill your name, room number and your sign here.
	C	Done.
	A2	Alright, Thank you. So, I will keep this bill, and you can see when you're check out.
	C	Sure, thanks.
4.	A2	Good morning, welcome to Gift Shop. How can I help you?
	C	Good morning, I just want to see first, what you have here.
	A2	Sure, I'll show you some items may you interest in.
	C	Great, thanks.
	A2	First, you can see the items in this display, then we move to the other side.
	C	Ok
	A2	So, in this area we have many unique souvenirs, it is made from premium shell, so it looks like luxury & high value. For the price is various, start from 50.000 - 300.000 rupiah.
	C	How about this one?
	A2	This is barong ashtray, barong is really iconic in Bali, it's like culture in Bali. It will be cost at 250.000 rupiah per pcs, this for the big one. I also have something like this but smaller, it cost at 150.000 rupiah/pcs
	C	Can I get a lower price?
	A2	Of course, I will give you discount 10% for all the souvenir in this side.
	C	Wow, excellent! I want 1 pc each, the small and the big one.
	A2	Great, I'll keep it.
	C	Fantastic! And where is the other side?
	A2	Ok, now we move to the other side, we have coconut oil which has various smell, actually if you done with massage in our SPA, it is using of these coconut massage oil. As you can see, here we have the small and the big one. For the various smell same as with this incense, there are frangipani, lemongrass, cendana, and ylang-ylang.
	C	Hm okay I will try for small frangipani, please. And how about this incense, what is most recommended?
	A2	For this incense, if you like soft scent, you choose frangipani, but if you like a strong scent, you can choose lemongrass.
	C	Do you have the tester?
	A2	Yes, I do. Here you go, just try first.

	C	Thank you... Yeah, I like frangipani, keep 3 pcs for me.
	A2	Sure. I will pack them together, and make a bill for you.
	C	Yups, go ahead
	A2	Would you like pay by cash, credit card, or charge to the room?
	C	Oh, cash. Here is the money.
	A2	Okay, your money is right, thanks. If you need something again in further, just come to Gift Shop, thank you.
	C	Yes, definitely. Bye
5.	A1	Good evening, Sir. How can I help you?
	C	Oh yeah sure, I looking for some drink and also a flip flop.
	A1	Okay, we have some soft drink here, there are large & small aqua, coca-cola, beer bintang, sprite, fanta, pocari sweat, and so on, you can choose, Sir.
	C	Yeah, I want 3 cola, 2 tonic water, 2 beer bintang and 1 large aqua.
	A1	Sure, do you need any help? <i>(carry the selecting soft drinks)</i>
	C	Yes please. Thanks
	A1	Is that all for the soft drink, Sir?
	C	Yups. That's enough. Now I'd like to see the flip flop.
	A1	Alright, this way.
	C	Hm, I like this but too small, do you have another size?
	A1	What size are you, Sir?
	C	45 please
	A1	Wait a moment yeah. You're very lucky, because we have 1 left in size 45. Here you go.
	C	Super! Now they are fit on my feet. Ok, I'll take this one.
	A1	Okay, anything else, Sir?
	C	No, thanks. How much is that all?
	A1	Yeah, wait a moment, I will make a bill for these items
	C	Alright
	A1	So, in total it will be 245.000-rupiah, Sir. Would you like pay by cash or credit card?
	C	Cash. Here it is.
	A1	Ok, the money is correct, here is your bill. Thanks for coming to the Gift Shop, Sir. Enjoy your day.
	C	Yes, Thank you.
6.	A2	Hello, Good Afternoon. Welcome to Gift Shop. It's nice to meet you. How was your day, Madam?

C	Hello, oh yeah pretty good, how about you?
A2	Yeah, I'm good, thank you. And what are you looking for, Madam?
C	I'm looking for some dress, because I have a small party for this afternoon and tonight, it's for my special birthday. Could you advise me what is suitable for me?
A2	Certainly, Madam. First of all, I'd like to ask what is the theme of your party, casual or glamour?
C	Hm, actually casual, but it still has a charming appearance.
A2	Alright, I got it. How about this dress, it has a few motifs, but it looks elegant and soft.
C	Okay, but do you have the other size? Because I think XL is too small for me.
A2	Sure, wait a minute, I'll check first for the other sizes. Oh sorry, the other sizes are out of stock, Madam. We just only have what's on display.
C	Yahh, ok I'll keep it first, and later I try on my body. Is it okay?
A2	Yes, for sure, you can try in our fitting room over there. Maybe you can choose a few, then you try them also later.
C	Sure, thank you. I'm interested on these two dresses, but can you check also is there size XXL for this dress?
A2	Wow, good choice Madam. These are our new dress and it looks very simple but much pretty. Certainly, we have size double XL, please wait a moment, I will get it for you.
C	Yey, thank you.
A2	Here you go, Madam. Now you can try which one is more suitable for you.
C	Great, thanks for your help.
A2	My pleasure.
C	Wow, they're all so lovely. So lucky, the first dress which is XL size is really fits on my body. I take all of them, haha...
A2	Really, I'm so happy to hear that. Alright, I will wrap it for you.
C	Sure, thanks darling.
A2	It is my pleasure, Madam. Here is your dresses, and the total will be at 750.000 rupiah. Would you like pay by cash, credit card, or charge to the room?
C	Hm, sorry my money is less than 700.000 rupiah and I forgot to bring my credit card. Could you please wait a moment, I will back here after I take my money.

	A2	Oh yeah, no worries, Madam, or you can charge to the room, if you not bring cash/credit card right now. So, we can make it simple.
	C	Aaa, yeah good idea. So just put it on my room bill, darling.
	A2	Sure Madam, take it easy. Then Can I have your name, room number, and signature on this bill, please?
	C	Absolutely.
	A2	Great, all is done. So, later you can pay it upon you check out, Madam.
	C	Yups exactly. Thank you for lovely shopping today, darling.
	A2	You're welcome, Madam. I hope you will come again to our Gift Shop later. See ya have a great day.
	C	See ya..
7.	A1	Hello, Good Morning. Welcome to Gift Shop, how may I assist you?
	C	Hi, morning. Hm, I just want to have a look.
	A1	Sure, take your time.
	C	I have a question, is it real or fake? <i>(point a bag in the corner)</i>
	A1	As you can see, this bag is actually fake, but it still has premium quality.
	C	Yeah, I see. How much is it?
	A1	The price of this bag is 850.000 rupiah. This is a limited-edition bag, you can grab it now before it runs out of stock.
	C	Ok, yeah, I think so. Is this suitable as a present for my girlfriend?
	A1	Of course. You can choose that one for your girlfriend, it's can make she happy.
	C	Ok, then I trust you. I'll take it.
	A1	Yes, thank you. Do you want me to wrap it?
	C	Sure.
	A1	Alright, it's done. Here you go.
	C	Great, thanks.
	A1	Now, how will you make the payment?
	C	By card please.
	A1	Alright, Can I have your card? Pin please? Ok, here is the receipt. Thank you so much for coming to the Gift Shop. I hope she likes the present that you gave her.
	C	I hope so. Thanks for your help. Bye
	A1	Bye, thank you so much for coming to Gift Shop. Have a nice day.

8	A2	Hello, Good Afternoon. Welcome to Gift Shop. How was your day?
	C	Great, thank you.
	A2	What are you looking for?
	C	I don't know, maybe looking around first, is it okay?
	A2	Yes, of course.
	C	Hm, do you have something with Balinese design?
	A2	Yes, I do. I'll show you what we have here, if you interest with post card, this post card featuring culture of Bali, such as temples, barong, etc. So, you can tell your family or friends about the beauty of Bali, and ask them to have an experience also in Bali.
	C	Yes, that sounds great. I choose this, this, and this. So, three of them. Then how about the stamps? How many stamps should I put here?
	A2	Oh, you just only need 1 pc each. Your post card is three, so you have to buy 3 stamps in total.
	C	Okay, got it. Then, what else can you offer me?
	A2	Sure, this is Barong mask. Barong is really iconic in Bali; it's like the most popular thing that known as culture in Bali. It costs at 300.000 rupiah per pcs. Some of them have different colours. You can choose based on what you like.
	C	Alright, it awesome. I want to buy 3 of them.
	A2	Which colour do you want?
	C	Just mix it, it doesn't matter.
	A2	Alright. That's easy.
	C	Yups. Next, do you have sarong or what is it called, I can't remember. It usually worn by Balinese people when praying.
	A2	Aa.. It's called "Kamen". Please follow me. Here it is, this is we call "Kamen", in Bali people wear Kamen for pray to the God or go to the temple. But in this Gift Shop, just only have Kamen decorated with flower art, like frangipani / in Bali this flower is called "Jepun".
	C	Hmm, yeah that look nice. Thank you for shown me about this. However, it doesn't meet what I want to.
	A2	Oh, so sorry, we don't have it.
	C	Yeah, it's okay, no worries.
	A2	Ok, anything else maybe you want to buy?
	C	I think that's it for now. Maybe I'll come again later.
	A2	Sure, just come here if you need something in further.
	C	Yups. Now I will pay for these all.

	A2	Alright, I will prepare for the bill, first. So, totally is 945.000 rupiah, would you like pay by cash or credit card?
	C	Credit card, please.
	A2	Sure, can I have you credit card?
	C	Here it is.
	A2	Put your pin, please?
	C	Ok
	A2	Alright, so this is your bill, and this is your stuff. Thank you, I hope you will come again to our Gift Shop later. Bye.



RIWAYAT HIDUP



Jessica Agnes Aprinita lahir di Singaraja pada tanggal 17 April 2003. Penulis merupakan anak kedua dari pasangan suami istri Unggul Hariadi dan Kristina Pudji Susanti. Penulis berkebangsaan Indonesia dan beragama Kristen Protestan. Kini penulis beralamat di Jalan Wibisana 85E Singaraja, Banjar Jawa, Kecamatan Buleleng, Kabupaten Buleleng, Provinsi Bali. Penulis menyelesaikan Pendidikan Dasar di SD Negeri 1 Tunjungrejo dan lulus pada tahun 2015. Kemudian, penulis melanjutkan Pendidikan Menengah Pertama di SMP Mutiara Singaraja dan lulus pada tahun 2018. Penulis lulus Pendidikan Menengah Atas di SMA Negeri 1 Singaraja pada tahun 2021. Penulis lalu melanjutkan Pendidikan D4 Program Studi Bahasa Inggris untuk Komunikasi Bisnis dan Profesional di Universitas Pendidikan Ganesha, Singaraja.

