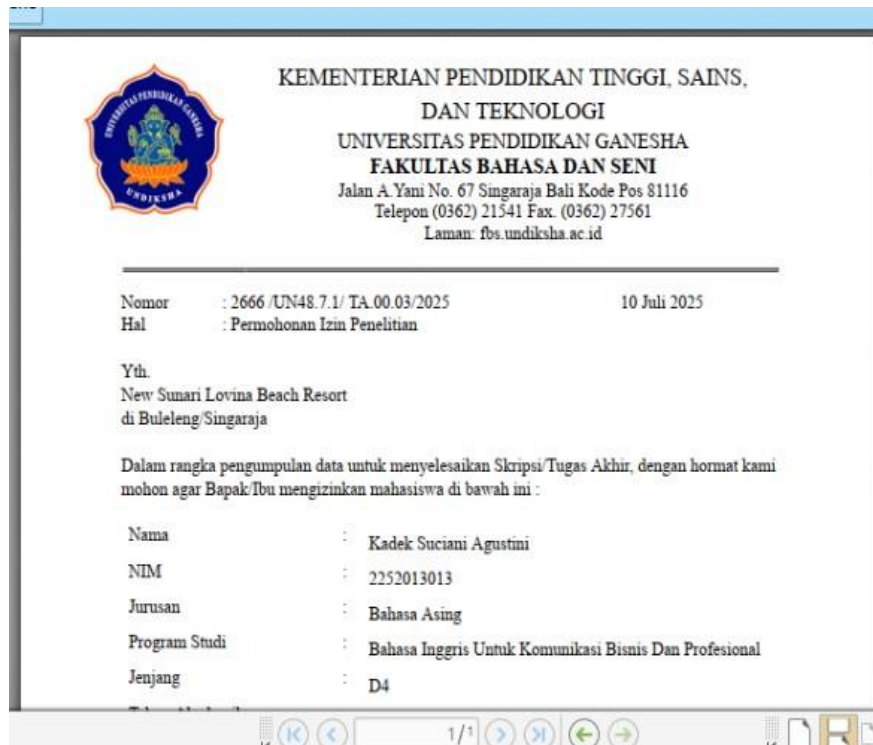


## LIST OF APPENDIX

### Appendix 1. Research Permit Letter



### Appendix 2. Interviews Guideline

Title: Interview Guidelines for Receptionist

Objectives: To Obtain From the Receptionist at New Sunari Lovina Beach Resort.

Interview Sections:

#### 1. Opening Questions

- How long have you been working as a receptionist at this hotel?
- Have you ever received any training related to guest service or English communication?
- How often do you use English during the check-in process?

#### 2. Check-in Process

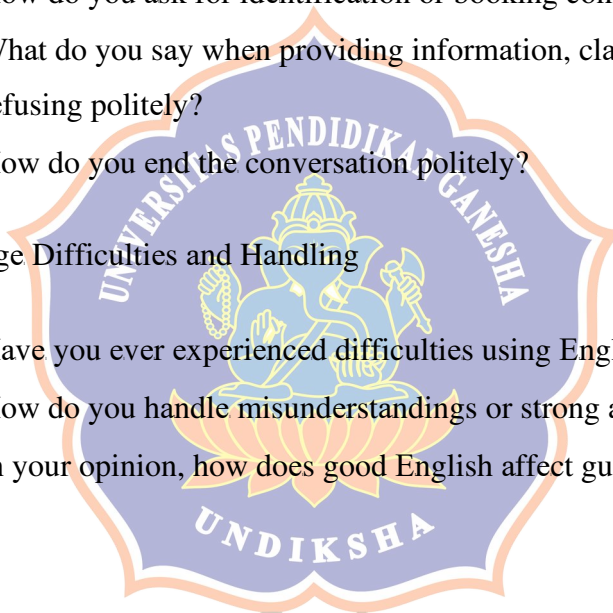
- Could you explain the steps you usually follow when handling a guest check-in?
- Which part of the check-in process do you consider most important in terms of communication?
- Do all receptionists use the same communication style, or do you adapt to the situation?

### 3. Language Functions and Expressions


- What do you usually say when greeting a guest?
- How do you ask for identification or booking confirmation?
- What do you say when providing information, clarifying, apologizing, or refusing politely?
- How do you end the conversation politely?

### 4. Language Difficulties and Handling

- Have you ever experienced difficulties using English with guests?
- How do you handle misunderstandings or strong accents?
- In your opinion, how does good English affect guest satisfaction?



### Appendix 3. Hotel Standard Operating Procedure (SOP FO-003)



STANDARD OPERATING PROCEDURE	
TASK: CHECK IN	
TASK NUMBER	FO-003
DEPARTMENT	Front Office
DATE ISSUED	01 February 2024
GUEST EXPECTATION	Guest carry out the correct procedures
TIME TO TRAIN	25 minutes

**POLICY**

Check in is the first opportunity for the guest to form a positive impression of the Resort.

All guests experience a professional, personalized and efficient check in with all necessary documentation completed and clear information provided.

In order to check in a guest into the hotel in a professional and attentive manner, Front Desk must confirm the guest's details and provide information of the Resort's facilities.

### Appendix 4. Photos of Research Activities

