

**LANGUAGE FUNCTIONS AND EXPRESSIONS
IN HANDLING COMPLAINT: AN ANALYSIS
OF GRAMMAR USED BY RECEPTIONISTS AT
BALI MANDIRA BEACH RESORT AND SPA.**



**PROGRAM STUDI BAHASA INGGRIS UNTUK
KOMUNIKASI BISNIS DAN PROFESIONAL (D4)
JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA**



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TUGAS AKHIR

DIAJUKAN UNTUK MELENGKAPI TUGAS DAN MEMENUHI SYARAT-SYARAT UNTUK MENCAPAI GELAR SARJANA TERAPAN LINGUISTIK



Pembimbing I	Dr. Made Dharma Susena Suyasa, S.S., M.Hum. NIP.197607142008121002
Pembimbing II	Made Aryawan Adijaya, S.Pd., M.Pd. NIP.197712162002121002



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Tugas Akhir oleh HANAMIKA RUSLI ini telah dipertahankan di depan dewan penguji Pada tanggal 10 November 2025

Dewan Penguji

Ketua	Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd. NIP.198303142008122002
Anggota	I Ketut Armawan, S.Pd., M.Pd. NIP.197510092001121001
Anggota	Dr. Made Dharma Susena Suyasa, S.S., M.Hum. NIP.197607142008121002
Anggota	Made Aryawan Adijaya, S.Pd., M.Pd. NIP.197712162002121002



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Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni Universitas Pendidikan
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guna memenuhi syarat-syarat untuk mencapai gelar Sarjana Terapan Linguistik

Menyetujui

Ketua Ujian	Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd. M.Pd. NIP.198104192006042002
Sekretaris Ujian	Made Aryawan Adijaya, S.Pd., M.Pd. NIP.197712162002121002

Mengesahkan,

Dekan Fakultas Bahasa dan Seni



Drs. I Gede Nurjaya, M.Pd.

NIP.196503201990031002



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SURAT PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul **"LANGUAGE FUNCTIONS AND EXPRESSIONS IN HANDLING COMPLAINT: AN ANALYSIS OF GRAMMAR USED BY RECEPTIONISTS AT BALI MANDIRA BEACH RESORT AND SPA"** beserta seluruh isinya adalah benar - benar karya sendiri dan saya tidak melakukan penjiplakan dan pengutipan dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung risiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini atau ada klaim terhadap keaslian karya saya ini.



Singaraja, 26 Desember 2025

Yang membuat pernyataan



HANAMIKA RUSLI

NIM.2252013018



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DEDICATION

This thesis is highly dedicated to the following:

ALLAH SWT

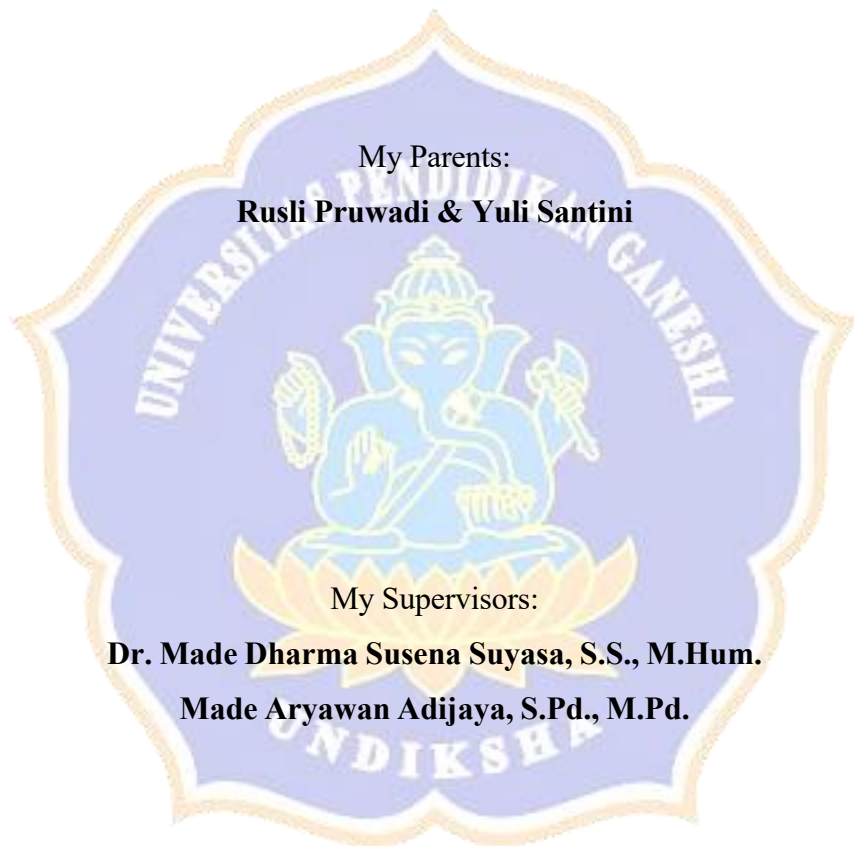
My Parents:

Rusli Pruwadi & Yuli Santini

My Supervisors:

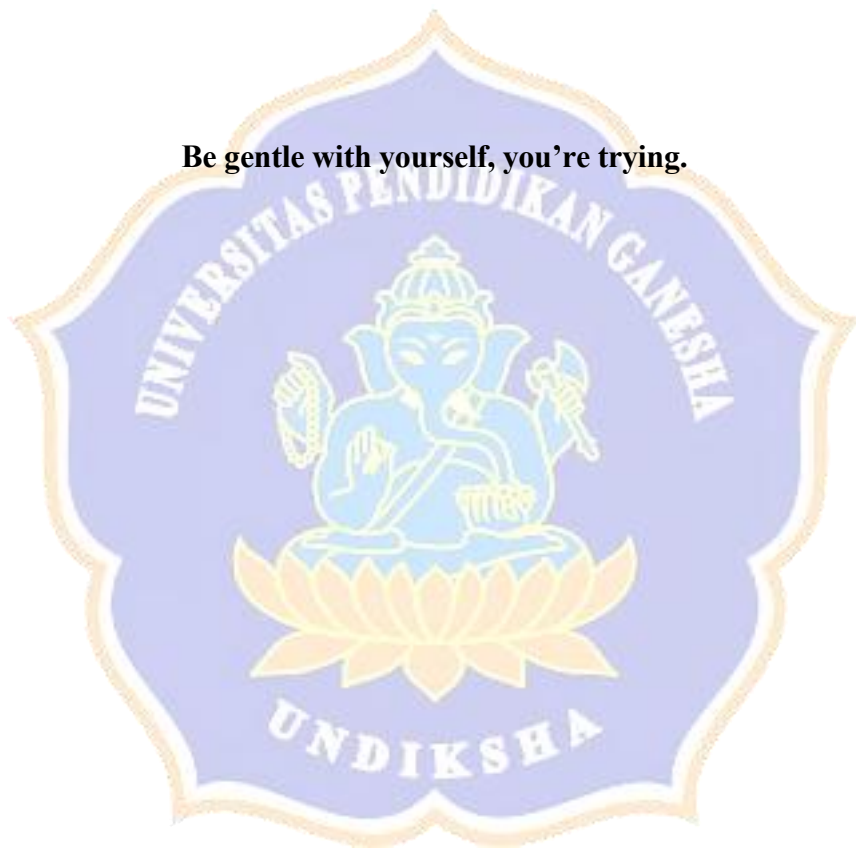
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Be gentle with yourself, you're trying.



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