

## APPENDICES

### Appendix I Observation Housekeeping Staff Bintang Bali Resort

#### A. Observation Identity

Researcher Name	Made Puspanjali Artati
Observation Date	29 June 2025
Observation Location	Bintang Bali Resort
Section	Housekeeping

#### B. Checklist for Use of Language Functions and Expressions

No	Language Function	Expression Language			
		Mr. Putu	Mr Wayan	Mr. Gede	Mr. Made
1	<b>Greeting</b>	—Good Morning mr/ma'am, how's your day?!	—Hello, housekeeping please.!	—Good morning, welcome to our hotel!	—Hello, good morning —
2	<b>Asking permission</b>	—Housekeeping. May I come in to check the kettle, please?!	—Good morning, sir/ma'am, may I come in to clean the room, please?!	—Housekeeping, I have fresh towels for you. May I come in?!	—Housekeeping, may I come in please?!
3	<b>Asking for opinion</b>	:How about a show every Saturday night on our poolside stage?!	"How is the view from our hotel balcony?"	—How was your vacation in Bali?!	—Would you like an extra towel?!
4	<b>Giving information</b>	—If you need anything, you can contact the Front Office by calling the telephone next to your bed.!	—Our restaurant is always open from 8 a.m. to 11 a.m.!	—Here we have a barbeque night and traditional show every Saturday night on the stage in the middle of the pool.!	—Good afternoon. Our housekeeping will clean your room between 8.30 am. and 4 pm. Would you like me to arrange it earlier?!
5	<b>Report room status to supervisor</b>	—Room 1012, occupied clean. Guest	—Room 2120, vacant clean. Ready for	—Room 2309 is occupied dirty. Guest requested	—Room 1225 on DND since morning, unable to service.!

		requested extra towels.∥	inspection, sir∥	cleaning at 2 pm.∥	
<b>6</b>	<b>Thanking</b>	—Thank you, ma'am/sir. I'm glad you are satisfied with our service.∥	—Thank you, ma'am/sir. That's very kind of you.∥	—Thank you for your patience, ma'am/sir.∥	—Thank you for staying with us, sir. Have a safe trip.∥
<b>7</b>	<b>Checklist</b>	✓	✓	✓	✓



## Appendix 2 Interview Housekeeping Staff Bintang Bali Resort

### Interview 1

#### A. Interview Identity

Interviewer Name	Made Puspanjali Artati
Name of Interviewee	Mr. Putu
Position	Floor Supervisor
Interview Location	Bintang Bali Resort
Interview Date	30 June 2025

#### B. Interview Question List

No	Question	Answer/Narrative Notes
1	Since when have you worked in housekeeping at this hotel?	August 5, 2022
2	What are your main tasks on a daily basis?	My task is to focus on supervising the cleanliness and tidiness of rooms and public areas on the floor and checking the status of rooms to be forwarded to the FO.
3	How do you communicate with guests when cleaning the room?	I usually greet them first with a smile, ask how they are doing, and what I can do to help.
4	What expression or phrase do you usually use when knocking on the door?	Good morning, housekeeping please.
5	How do you ask permission for guests to enter?	Good morning, sir/ma'am, may I come in to clean the room?
6	Have you ever had difficulty communicating with guests? Can you give an example?	I rarely encounter that difficulty.
7	Are there any specific SOPs or guidelines on how to talk to guests?	The most important thing is to always smile and greet guests when you pass them.
8	How do you communicate with your supervisor regarding room status reporting?	Communication in clear language accompanied by assignment sheets and when approaching closing time at the housekeeping office.
9	Do you think language training for housekeeping staff is sufficient?	Of course, that would be very necessary.
10	Do you have any suggestions for better communication with guests?	Always smile when greeting guests, pay attention to body language and tone of voice, remain professional, and listen to guests carefully.

## Interview 2

### A. Interview Identity

Interviewer Name	Made Puspanjali Artati
Name of Interviewee	Mr. Wayan
Position	Room Attendant
Interview Location	Bintang Bali Resort
Interview Date	30 June 2025

### B. Interview Question List

No	Question	Answer/Narrative Notes
1	Since when have you worked in housekeeping at this hotel?	since June 28, 2023
2	What are your main tasks on a daily basis?	My task is clean the guest rooms according to the morning assignment sheet.
3	How do you communicate with guests when cleaning the room?	Be helpful, Professional and unobtrusive, so they feel respected and comfortable.
4	What expression or phrase do you usually use when knocking on the door?	Hello, Housekeeping.
5	How do you ask permission for guests to enter?	Hello, may I come in to clean your room?
6	Have you ever had difficulty communicating with guests? Can you give an example?	Yes, in housekeeping, communication challenges with guests can happen, especially when there are language barriers, cultural differences, or unclear requests.
7	Are there any specific SOPs or guidelines on how to talk to guests?	The specific SOP at this hotel is to always be warm, helpful, and professional.
8	How do you communicate with your supervisor regarding room status reporting?	I usually report room information when I meet the supervisor in the hotel corridor because the supervisor often stops by to check on the status of the rooms.
9	Do you think language training for housekeeping staff is sufficient?	Yes.
10	Do you have any suggestions for better communication with guests?	Always say greetings, use simple and clear language, and be professional.

## Interview 3

### A. Interview Identity

Interviewer Name	Made Puspanjali Artati
Name of Interviewee	Mr. Gede
Position	Runner
Interview Location	Bintang Bali Resort
Interview Date	30 June 2025

### B. Interview Question List

No	Question	Answer/Narrative Notes
1	Since when have you worked in housekeeping at this hotel?	I have been working at this hotel since August 15, 2023.
2	What are your main tasks on a daily basis?	I am a runner, and my main task is to deliver items such as linen, cleaning fluids, and other items needed by the room boys to the pantry. I am also responsible for collecting dirty linen from the room boys' trolleys.
3	How do you communicate with guests when cleaning the room?	Although I am a runner, I occasionally help the room boy clean guest rooms, and I communicate in accordance with the existing SOP, which is to always be polite and friendly.
4	What expression or phrase do you usually use when knocking on the door?	Hello, housekeeping please.
5	How do you ask permission for guests to enter?	Hello, may I come in?
6	Have you ever had difficulty communicating with guests? Can you give an example?	Yes, for example, they asked for help opening their room because they had left their key card inside. I had a little trouble explaining that they had to contact the front office.
7	Are there any specific SOPs or guidelines on how to talk to guests?	The SOP for talking to guests at this hotel is to always be polite and friendly.
8	How do you communicate with your supervisor regarding room status reporting?	Communicating room status reporting with my supervisor works best when it's clear, consistent, and timely.
9	Do you think language training for housekeeping staff is sufficient?	Yes.

<b>10</b>	<b>Do you have any suggestions for better communication with guests?</b>	Perhaps like additional language training.
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## Interview 4

### A. Interview Identity

Interviewer Name	Made Puspanjali Artati
Name of Interviewee	Mr. Made
Position	Tailor
Interview Location	Bintang Bali Resort
Interview Date	30 June 2025

### B. Interview Question List

No	Question	Answer/Narrative Notes
1	<b>Since when have you worked in housekeeping at this hotel?</b>	I returned to work here on July 15, 2022, after being furloughed during the COVID-19 pandemic.
2	<b>What are your main tasks on a daily basis?</b>	My tsk is to check for torn linens and sew decorative pillows on the beds and chairs. Sometimes I also serve as a runner.
3	<b>How do you communicate with guests when cleaning the room?</b>	Since I am a tailor, I never get assigned to clean the rooms.
4	<b>What expression or phrase do you usually use when knocking on the door?</b>	Good morning, housekeeping.
5	<b>How do you ask permission for guests to enter?</b>	Hello, excuse me, may I come into the room?
6	<b>Have you ever had difficulty communicating with guests? Can you give an example?</b>	Sometimes I encounter difficulties when meeting guests whose primary language is not English, because I am not very fluent in English myself.
7	<b>Are there any specific SOPs or guidelines on how to talk to guests?</b>	Specifically, it might be like always greeting guests when you meet them, always smiling, and being warm.
8	<b>How do you communicate with your supervisor regarding room status reporting?</b>	As I said before, I am a tailor, so I have never been assigned to a room. But for communication with my supervisor, I usually give a report

		when it's almost time to go home.
<b>9</b>	<b>Do you think language training for housekeeping staff is sufficient?</b>	Yes of course it is necessary.
<b>10</b>	<b>Do you have any suggestions for better communication with guests?</b>	Always smile and greet guests when you meet them.



### Appendix 3 Documentation

