APPENDICES

APPENDIX 1

TRANSCRIPTS OF WAITERS

October 9th, 2019

Waiter   : Welcome !(coming close to the visitor)
(walking to the dining table...)
Waiter   : This is the menu (giving the menu to the Interntional visitors)
Visitor   : I want four wings chicken
Waiter   : Do you want to order wing chicken?
Visitor   : Ya, I want four wings chicken
Waiter   : Oke, four wings chicken (nodding, take a note)
Visitor   : Two of them are spicy
Waiter   : Sorry? (staring at the International vistor and come near to the International visitor)
Visitor   : Two of four are spicy
Waiter   : Two of four? It is not spicy for you? (shake her head)
Visitor   : No, eee they are don't spicy, we two are spicy
Waiter   : Ya, two are not spicy and two are spicy (showing two fingers)
Visitor   : I want banana cheese.
Waiter   : Yes. (nodding and take a note)
Visitor   : And tea
Waiter   : For the tea, hot tea or ice tea? (staring at the International visitor)
Visitor   : Hot tea
Waiter   : Hot tea (nodding and take a note). How many hot tea?
Visitor   : This is a cup of tea or.. ?
Waiter   : Yes, a cup of tea (nodding)
Visitor   : Ok, two cups of tea
Waiter   : Two cups of tea (take a note)
Visitor   : I also want bali hot milk
Waiter   : Oke, how many?
Visitor   : Just one
Waiter   : Oke, one bali hot milk (take a note)
Visitor   : and one small Bintang
Waiter   : One small Bintang (take a note)
Visitor   : Oke, thanks
Waiter   : Is there anything else?
Visitor   : No, thank you.

October 11th, 2019

Waiter   : Welcome !(come close to the visitor)
(walking to the dining table...)
Visitor   : Thank you...
Waiter   : This is the menu, you need to open this (giving the menu to the Interntional visitors)
Visitor   : I think I will take this one, and this one with the...
Waiter   : Fried Chicken (looking at the menu)
Visitor   : Chicken?
Waiter   : Ya (nodding)
Visitor   : Oke, I take this one
Waiter   : Oh Fried rice (take a not)
Visitor   : And can I have Cola Zero?
Waiter   : Cola Zero? Ya (take a note)

October12th, 2019

Waiter : (coming close to the International visitors) Welcome to our restaurant (smiling)(staring at the visitors), What do you want to order?(ready to take a note)

Visitor : What are the best seller here?

Waiter : Nasi goreng, seafood with prawn, calamari (pointed the menu)

Visitor : what is nasi goreng special?

Waiter : Nasi goreng is fried rice with fried egg, chicken satay or you can mix with the seafood (hand movement, eyes contact)

Visitor : How many beef satay?

Waiter : Six, include the rice (hand movement, eyes contact)

Visitor : Oke, two more satay

Waiter : Two more, (hand movement, nodding) oke. And for drink?
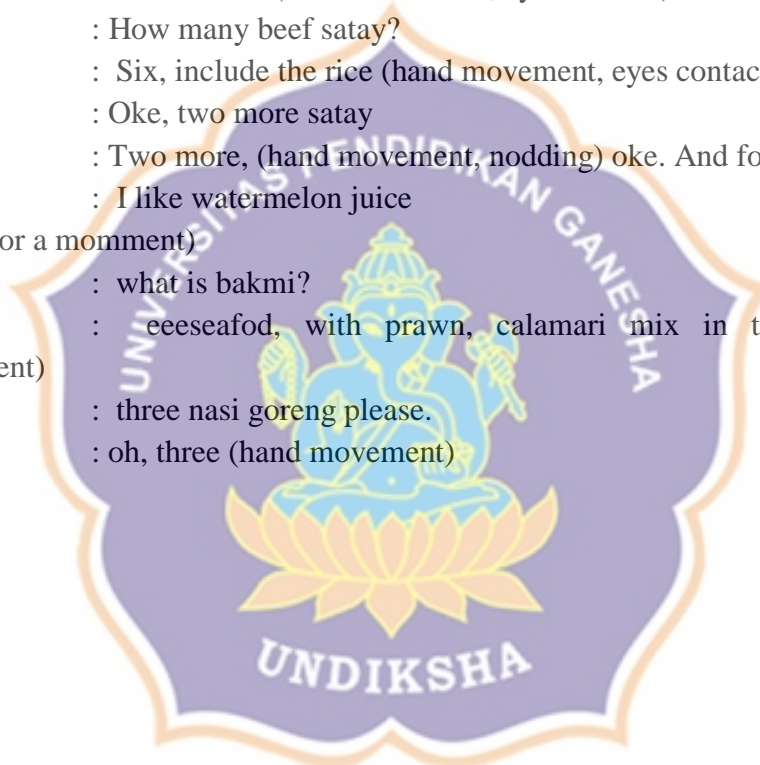
Visitor : I like watermelon juice

(silent for a momment)

Visitor : what is bakmi?

Waiter : eeeseafod, with prawn, calamari mix in the rice (hand movement)

Visitor : three nasi goreng please.

Waiter : oh, three (hand movement)

October 12th, 2019

Waiter : Welcome to our restaurant, this is our menu !(come close to the visitor and give the menu)

Visitor : Do you have steak?

Waiter : No, we dont. We have fried rice with beef and spinich, but the beef is not like a steak (shake his head). So you can choice (inviting gesture of the hand movement)

Visitor : Oke thank you

(silent for a moment)

Visitor : I need to drink, can I have Fanta

Waiter : Ya (nodding), the strawberry or orange?
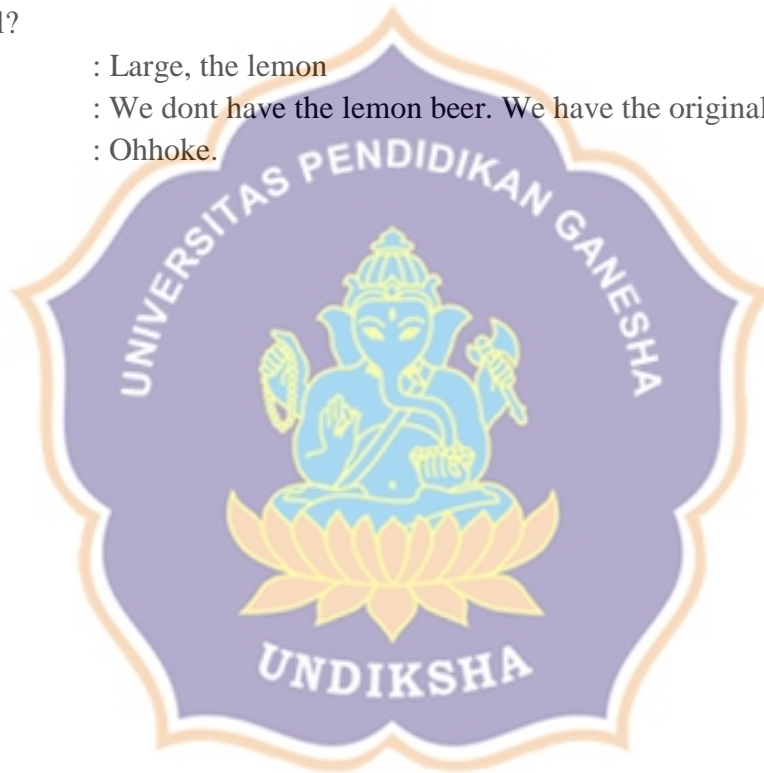
Visitor : Orange

Waiter : Oke (nodding)

Visitor : And water

Waiter : Water? (nodding and smiling)

October 17th, 2019

Waiter　　　　: (coming close to the guests) You want to order ?
Visitor　　　　: Oke, let's see this page
Waiter　　　　: Haha, Oke(smiling)
(silent for a momment)
Visitor　　　　: Mie Goreng
Waiter　　　　: Mie goreng, oke. Just one? (write the order)
Visitor　　　　: Ya, and one Nasi Goreng
Waiter　　　　: oke (nodding), what for drink?
Visitor　　　　: I want Beer.
Waiter　　　　: Ohh we have beer Bintang. This is it (pointing the menu). Large
or small?
Visitor　　　　: Large, the lemon
Waiter　　　　: We dont have the lemon beer. We have the original
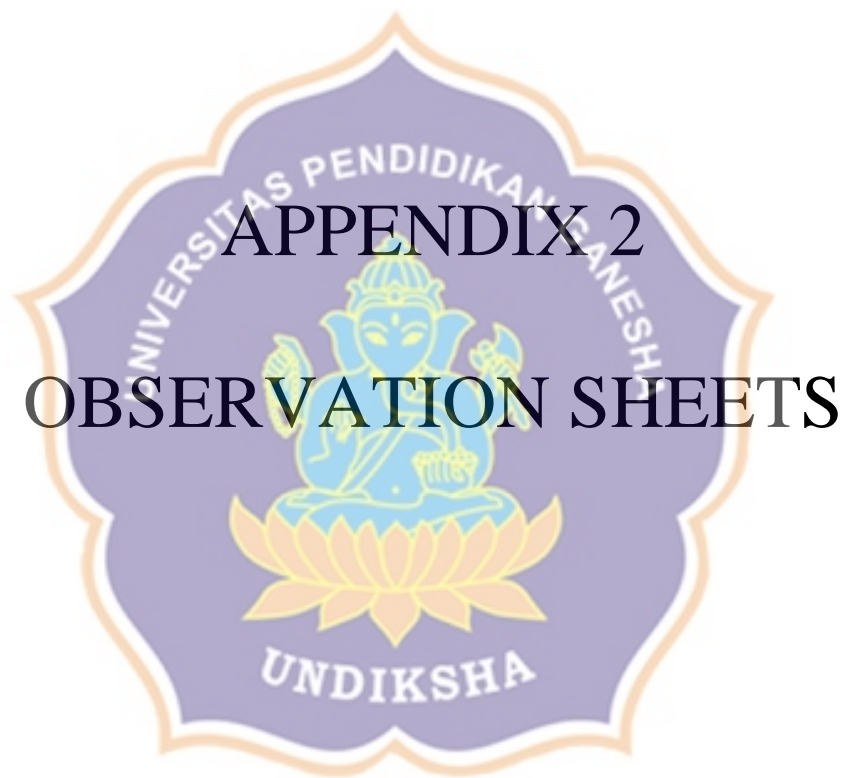Visitor　　　　: Ohhoke.

October 19th, 2019

Waiter   : welcome to Mentari Restaurant, this is the menu (smiling)(giving the the menu)

Guest   : Oke, Is the restaurant has WiFi connection?

Waiter   : Yes, we have. This is our WiFi password. You can connect your phone   or laptop by using this one. (showing the WiFi voucher) (smiling)

Guest   : Thank you so much

APPENDIX 2

OBSERVATION SHEETS

Table Observation of higher-level actions of the waiters/waitress

Waiter 1 (October 9th, 2019)

Context	Spoken language	Nonverbal actions	Simultaneously/ Alternately
Welcoming the foreign guest	Welcome !	Coming close to foreign guests	Simultaneously
Giving the menu to the foreign guests	This is the menu, you need to open this	Hand movements	Simultaneously
Giving information of the menu	Chicken	Looking at the menu	Alternately
Response the guests question	Ya	Nodding	Simultaneously
Recalled the order	Oh Fried Rice	Take a note	Alternately
Recalled the order	Cola Zora? Ya	Take a note	Alternately

Waiter 2 (October 11th, 2019)

Context	Spoken language	Nonverbal actions	Simultaneously/ Alternately
Welcoming the foreign guest	Welcome !	Coming close to foreign guests	Simultaneously
Recalled the order	Oke, four wings chicken	Nodding, take a note	Simultaneously
Ensure the order	Sorry?	Gazing the foeign guests, coming near to the guests	Alternately
Ensure the order	Two of four? It is not spicy for you?	Head movement	Simultaneously
Recalled the order	Ya, two are not spicy and two are spicy	Hand movement	Simultaneously
Ensure the order	For the tea, hot tea or ice tea?	Gazing	Alternately
Recalled the order	Hot tea	Nodding, take a note	Simultaneously
Response the guest	Yes, a cup of tea	Nodding	Simultaneously
Recalled the	Two cup of tea	Take a note	Simultaneously

order			
Recalled the order	Oke, one bali hot milk	Take a note	Simultaneously

Waiter 3 (October 12th, 2019)

Context	Spoken language	Nonverbal actions	Simultaneously/ Alternately
Welcoming the foreign guest, asking for the guests' need	Welcome to our restaurant, what do you want to order?	Coming close to the foreign guests, smiling, gazing	Alternately
Giving information to the guest	*Nasi goreng*, seafood with prawn, calamari	Hand movements	Alternately
Giving information of the menu	*Nasi goreng* is fried rice with fried egg, chicken satay or you can mix with the seafood	Hand movement, eyes contact	Alternately
Giving information of the menu	Six, include the rice	Hand movement, eyes contact	Simultaneously
Recalled the order	Two more	Hand movement, nodding	Simultaneously

Giving information of the menu	: eeeseafod, with prawn, calamari mix in the rice	Hand movement	Simultaneously
Recalled the order	Oh, three	Hand movement	Simultaneously

Waiter 4 (October 12th, 2019)

Context	Spoken language	Nonverbal actions	Simultaneously/ Alternately
Welcoming the foreign guest, giving information	Welcome to our restaurant, this is our menu	Coming close to the foreign guests, hand movement	Alternately
Giving information to the guest	*Nasi goreng*, seafood with prawn, calamari	Hand movements	Simultaneously
Giving information of the menu	No, we dont. We have fried rice with beef and spinich, but the beef is not like a steak, so you can choose	Head movement, hand movement	Alternately
Response the guest	Ya	Nodding	Simultaneously
Response the guest	Oke	Nodding	Simultaneously
Ensure the order	Water?	Nodding, smiling	Alternately

Waiter 5 (October 17th, 2019)

Context	Spoken language	Nonverbal actions	Simultaneously/ Alternately
Asking the guests needs	You want to order	Coming close to the guests	Alternately
Response the guest question	Haha,oke	Smiling, nodding	Alternately
Recall the guests' order	*Mie goreng*, oke	Taking order	Simultaneously
Giving informations	Ohh, we have Beer Bintang	Hand movement, Standing near the guest	Simultaneously
Context	Spoken language	Nonverbal actions	Simultaneously/ Alternately
Welcoming the guests	Welcome to Mentari Restaurant, this is the menu	Smiling, giving the menu	Simultaneously
Giving the informations	Yes, we have. This is our WiFi	Showing the WiFi	Simultaneously

	password. You can connect your phone or laptop by using this one.	voucher	
Giving informations	Yes, we have. This is our WiFi password. You can connect your phone or laptop by using this one.	smiling	Simultaneously

APPENDIX 3

PICTURES OF THE

RESTAURANTS