

APPENDICES

Appendix 1 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 1

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
1	Welcoming guest (Recording 1)	Directive	Trainee: "You check in, yes?" Guest: "Yes"	Missing auxiliary verb "are" and no gerund "-ing" in the word "check in".	Omission	"Are you checking in?"
2	Welcoming guest (Recording 1)	Directive	Trainee: "You have booking?" Guest: "Yes"	Missing auxiliary verb "Do" + missing article "a"	Omission	"Do you have a booking?"
3	Welcoming guest 2 (Recording 2)	Expressive	Trainee: "Good evening, welcome to New Sunari Lovina Beach Resort". Guest: "Okay, thank you"	-	-	-
4	Welcoming guest 2 (Recording 2)	Directive	Trainee: "You check in today?"	Incorrect sentence structure, namely the lack of an	Omission	"Are you checking in today?"

			Guest: “Yes, I want to check in today”	auxiliary verb such as “ <i>are</i> ” and no gerund “ <i>-ing</i> ” in the word “ <i>check in</i> ”.		
5	Welcoming guest 2 (Recording 2)	Directive	Trainee: “You have name booking?” Guest: “Yess, I have undername Rusli”	Incorrect sentence, namely the omission of the auxiliary verb “ <i>Do</i> ” and the article “ <i>a</i> ” before the word “ <i>booking</i> ” as well as the incorrect noun phrase of “ <i>name booking</i> ”.	Omission and Misordering	“Do you have a booking name?”
6	Escorting Guest (Recording 1)	Directive	Trainee: “May I know your room number?” Guest: “203”	-	-	-
7	Escorting Guest (Recording 1)	Representative	Trainee: “Oh, your room is first floor”. Guest: “Yess, oke”	Missing preposition “ <i>on</i> ” and article “ <i>the</i> ”	Omission	“Your room is on the first floor”.

8	Escorting Guest (Recording 1)	Directive	Trainee: “This way please”	-	-	-
9	Escorting Guest (Recording 1)	Commissive and Directive	Trainee: “I will show to your room, please follow me”. Guest: “Oke”	Missing object “you” after the transitive verb “show”.	Omission	“I will show you to your room. Please follow me.”
10	Escorting Guest (Recording 2)	Representative	Trainee: “Oke, your room is second floor” Guest: “Second floor?”	Missing preposition “on” and article “the”	Omission	“Oke, your room is on the second floor.”
11	Escorting Guest (Recording 2)	Representative dan Directive.	Trainee: “Yes second floor, you can follow me” Guest: “Oke”		-	-

Appendix 2 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 2

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
12	Offering Assistance (Recording 1)	Expressive and Directive	Trainee: "Hello, you want I carry your bag?" Guest: "Yes, thank you"	Missing auxiliary verb " <i>Do/Would</i> " and incorrect clause structure " <i>I carry</i> "	Omission and Misformation	"Hello, would you like me to carry your bag?"
13	Offering Assistance (Recording 1)	Expressive	Trainee: "Oke"	-	-	-
14	Offering Assistance (Recording 2)	Expressive and Directive	Trainee: "Hello, you want I carry your bag go to the lobby?" Guest: "Oh, its ok its ok"	Omission of auxiliary " <i>Do/Would</i> " and to-infinitive " <i>to</i> ", The use of subject pronoun " <i>I</i> " instead of object pronoun " <i>me</i> ", and incorrect sentence structure due to literal translation from Indonesian.	Omission, Misformation ,and Misordering	"Hello, would you like me to carry your bag to the lobby?"

15	Offering Assistance (Recording 3)	Directive	Trainee: “What’s your room number?” Guest: “403”	-	-	-
16	Handling Complaint (Interview Data)	Expressive	Trainee: “Sorry to the problem, sir”	Incorrect preposition “to”; unnatural expression	Misformation	“Sorry for the problem, sir.” Or “Sorry for the inconvenience, sir.”
17	Handling Complaint (Interview Data)	Expressive and Commissive	Guest: “I am so hot, the AC is broken” Trainee: “Sorry to the problem sir, I will call the engineering”	Incorrect use of preposition “to” instead of “for” and incorrect use of the noun “engineering” instead of “engineer”.	Misformation	“Sorry for the problem, sir, I will call the engineer”

Appendix 3 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 3

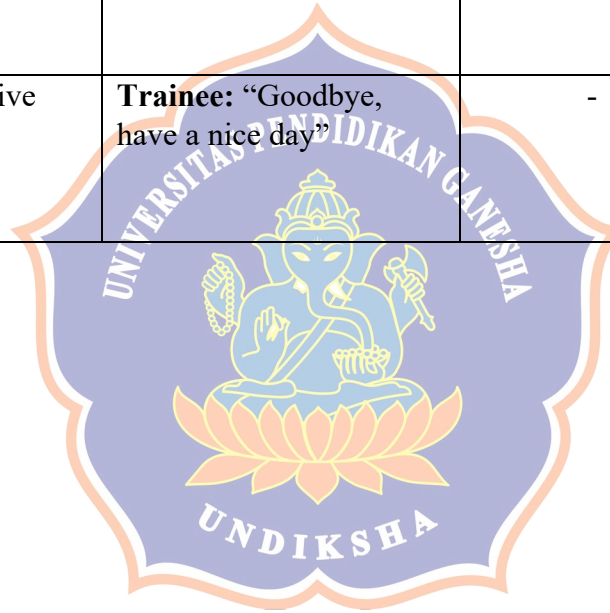
No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
18	Giving Information (Recording 1)	Representative	Trainee: "Okay I have information for you yeah."	Omission of determiner (such as "some") before the uncountable noun "information."	Omission	"Okay I have some information for you yeah"
19	Giving Information (Recording 1)	Representative	Trainee: "We have two swimming pool here."	Missing plural marker "s" on "pool"	Omission	"We have two swimming pools here."
20	Giving Information (Recording 1)	Representative and Directive	Trainee: "This one for the small, is it oke?"	Missing noun "pool" and missing verb "is" before "for"	Omission	"This one is for the small pool. Is it okay?" Or "This is the small pool. Is it okay?"
21	Giving Information (Recording 1)	Representative	Trainee: "And you have the side of the room of the beach you can go straight until here until you find the congestion and then turn left."	Sentence is ungrammatical: wrong vocabulary "congestion", missing linking	Misformation, Misordering, and Omission	"From your room, go straight until you reach the T-junction, then turn left."

				words, and incorrect structure		
22	Giving Information (Recording 1)	Representative	Trainee: “It’s ok Trainee: “And we have the Spa”	-	-	-
23	Giving Information (Recording 2)	Representative	Trainee: “Just information, if you need something else or help, you can just scan in barcode here, because in this room not available telephone.” Guest: “We scan this and we can contact?”	Wrong sentence opening “ <i>Just information</i> ”, missing preposition “ <i>scan in barcode</i> ”, missing verb “ <i>is</i> ” and unnatural phrasing	Misformation, Omission, and Misordering	“Just for your information, if you need anything, you can scan the barcode here, because there is no telephone in this room”.
24	Giving Information (Recording 2)	Representative	Trainee: “Yes contact”	An incomplete sentence is one that is missing the subject + modal verb + object.	Omission	“Yes, you can contact us”.

25	Giving Information (Recording 2)	Representative	<p>Trainee: “And last, if you want to lock in the door, just press the button inside”.</p> <p>Guest: “Thank you”</p>	Unnecessary use of the preposition “ <i>in</i> ” after the transitive verb “ <i>lock</i> ” and incomplete prepositional phrase to describe the location.	Addition and Misformation	“If you want to lock the door, just press the button inside”.
26	Giving Information (Recording 2)	Expressive	<p>Trainee: “You’re welcome. Bye-bye”.</p>	-	-	-
27	Answering Guest Request (Interview Data)	Commissive	<p>Guest: “I need two extra towels”.</p> <p>Trainee: “I will tell the housekeeping to bring to your room”.</p>	Omission of the direct object “ <i>it</i> ” after the transitive verb “ <i>bring</i> ”.	Omission	“I will tell the housekeeping to bring it to your room”.
28	Answering Guest Request (Interview Data)	Commissive	<p>Guest: “I need one more water please”.</p> <p>Trainee: “Okee mam, I will tell the restaurant to</p>	Unnecessary preposition “ <i>to</i> ” after verb “ <i>bring</i> ”	Addition	“Oke ma’am I will tell the restaurant to bring the water to your room”.

			bring to the water to your room”.			
29	Farewell/Leave Taking (Recording 1)	Expressive	Trainee: “Good bye thank you for stay with us”	Missing gerund marker “-ing” after preposition “for”.	Omission	“Good bye thank you for staying with us”
30	Farewell/Leave Taking (Recording 1)	Expressive	Trainee: “Have a nice day”	-	-	-
31	Farewell/Leave Taking (Recording 1)	Expressive	Trainee: “Bye-bye”	-	-	-
32	Farewell/Leave Taking (Recording 2)	Expressive and Directive	Trainee: “Hello, this one for your room?” Guest: “Yes”	The omission of copula “is” and the failure to invert the subject-verb order for an interrogative sentence.	Omission and Misordering	“Hello, is this your room?” Or “Hello, Is this your room number?”

33	Farewell/Leave Taking (Recording 2)	Expressive	Trainee: “Everything is okay”	-	-	-
34	Farewell/Leave Taking (Recording 2)	Expressive	Trainee: “Everything is okay”.	-	-	-
35	Farewell/Leave Taking (Recording 2)	Expressive	Trainee: “Goodbye, have a nice day”	-	-	-

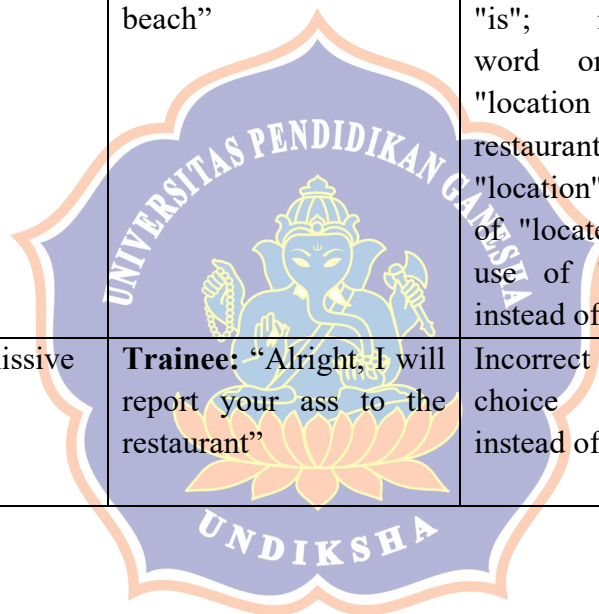


Appendix 4 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 4

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
36	Welcoming guest	Expressive	Trainee: "Hello good morning, welcome to our hotel".	-	-	-
37	Welcoming guest	Directive	Trainee: "Where's your bag?"	-	-	-
38	Welcoming guest	Commissive	Trainee: "I will bring your bag go to lobby".	Unnecessary verb "go" and missing article "the"	Addition and Omission	"I will bring your bag to the lobby".
39	Escorting guest	Directive	Trainee: "You ready go to room, Sir?"	Missing auxiliary verb "are", infinitive marker "to", and article "the".	Omission	"Are you ready to go to the room, Sir?"

40	Escorting guest	Directive	Trainee: “You can follow me”	-	-	-
41	Offering Assistance	Directive	Trainee: “Can I help you?”	-	-	-
42	Offering Assistance	Commissive	Trainee: “Can I bring your bag?”	-	-	-
43	Handling complaint	Expressive	Trainee: “I’m sorry, Sir for the problem”	-	-	-
44	Handling complaint	Expressive and Commissive	Trainee: “I’m sorry, I will tell to my senior”	Unnecessary addition of the preposition “to” after the verb “tell”	Addition	“I’m sorry, I will tell my senior”
45	Giving Information	Representative	Trainee: “Your room is location in second floor”	Incorrect word choice "location" instead of "located", misuse of the preposition	Misformation and Omission	“Your room is located on the second floor”

				"in", missing article "the"		
46	Giving information	Representative	Trainee: "Location restaurant nearby the beach"	Missing the article "the" and verb "is"; incorrect word order of "location restaurant"; use of "location" instead of "located"; and use of "nearby" instead of "near".	Omission, Misordering, and Misformation	"The restaurant is located near the beach"
47	Answering guest request	Commissive	Trainee: "Alright, I will report your ass to the restaurant"	Incorrect word choice "ass" instead of "ask"	Misformation	"Alright, I will report your ask to the restaurant"



Appendix 5 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 5

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
48	Welcoming guest	Expressive and Directive	Trainee: “Good afternoon, welcome to New Sunari Lovina beach Resort, can I help you?”	-	-	-
49	Escorting guest	Commissive	Trainee: “Let me escort you to your room”	-	-	-
50	Escorting guest	Representative	Trainee: “On the way I mentioned that we have many hotel facilities including a swimming pool, restaurant, spa and gym”	Missing of the article “a” before the words restaurant, spa, and gym in the list of hotel facilities.	Omission	“On the way I mentioned that we have many hotel facilities including a swimming pool, a restaurant, a spa, and a gym.”
51	Escorting guest	Representative	Trainee: “We have two swimming pools”	-	-	-

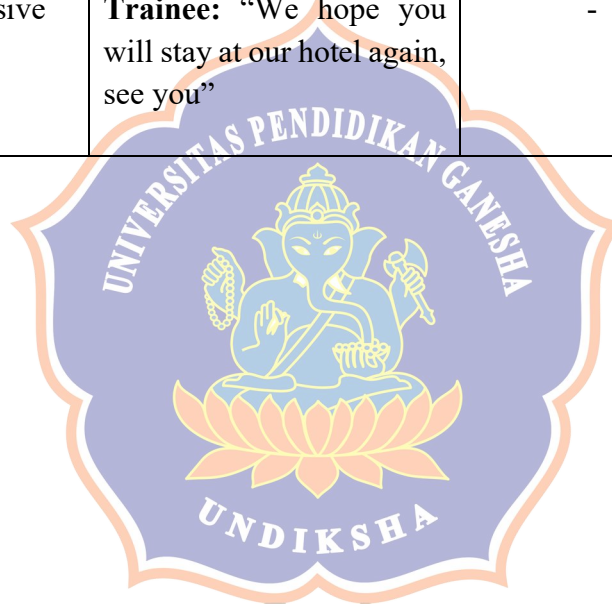
52	Escorting guest	Representative and Directive	Trainee: “This is your room, please check in first”	Inappropriate use of the verb phrase “check in” in the context of “entering a room.” The verb form does exist, but it does not correspond to the intended meaning.	Misformation	“This is your room, please go inside first.”
53	Escorting guest	Directive	Trainee: “You can check the hotel rules this piece of paper first”	Missing preposition “on” before the phrase “this piece of paper.”	Omission	“You can check the hotel rules on this piece of paper first”
54	Escorting guest	Directive	Trainee: “Then if you need something or problem you can scan this barcode”	Missing the verb “have” and the article “a” before the noun “problem”. Grammatically, the verb “need” cannot be distributed to the noun ‘problem’ (it is illogical to	Omission	“Then if you need something or have a problem, you can scan this barcode.”

				“need a problem”).		
55	Escorting guest	Representative	Trainee: “This is for soap, usually a three in one soap that can be used for both body and foot hair”	Inappropriate word choice of “ <i>foot hair</i> ” to refer to “head hair” or “shampoo”.	Omission	“This is for soap, usually a three-in-one soap that can be used for both body and hair.”
56	Offering Assistance	Commissive	Trainee: “Let me help you carry your luggage”	-	-	-
57	Handling complaint	Expressive	Trainee: “With this problem we say sorry for the inconvenience”	The use of the verb “say” instead of the verb “are” before the adjective “sorry”.	Misformation	“With this problem we are sorry for the inconvenience”
58	Handling complaint	Directive and Expressive	Trainee: “You can wait in your room, thank you”	-	-	-

59	Giving information	Representative	Trainee: “In our hotel we have two swimming pool facilities where the main pool is open from 7 AM to 7 PM and the second smaller pool is open 24 hour”	Missing the plural ending “-s” in the word “pool” and the word ‘hour’. The plural forms “swimming pools” and “24 hours” should be used instead.	Omission	“In our hotel we have two swimming pools facilities where the main pool is open from 7 AM to 7 PM and the second smaller pool is open 24 hours”
60	Giving information	Representative	Trainee: “We also have a restaurant that is open from 7 AM to 10 PM but the last order is at 9:15 PM”	-	-	-
61	Giving information	Representative	Trainee: “The gym is open from 7 AM to 7 PM and the spa is open from 9 AM to 9 PM”	-	-	-
62	Giving information	Directive	Trainee: “So do you have question maybe?”	Omission of the article “a” before the singular noun “question”.	Omission	“So do you have a question maybe?”
63	Answering guest request	Commissive	Trainee: “Alright, we will help you contact the restaurant to ask for a	Incorrect use of the object pronoun “me” referring to	Misformation	“Alright, we will help you contact the restaurant to ask for

			<p>spoon and take me to your room”</p>	<p>oneself, when it should be ‘it’ (referring to the spoon); as well as the use of the verb “take,” which logically means to invite the subject to the room, not to deliver something.</p>		<p>a spoon and bring it to your room”</p>
64	Answering guest request	Directive	<p>Trainee: “May I know what’s your room number”</p>	-	-	-
65	Farewell/leave taking	Expressive	<p>Trainee: “Thank you for staying at the New Sunari Lovina Beach Resort”</p>	-	-	-
66	Farewell/leave taking	Expressive	<p>Trainee: “We have this will be a beautiful impression in your life”</p>	<p>Incorrect use of the verb “have” when “hope” should be used to express hope; as well as incorrect use of the</p>	Misformation	<p>“We hope this will be a beautiful impression on your life”</p>

				preposition “in” to accompany the word ‘impression’ (should be “on your life”).		
67	Farewell/leave taking	Expressive	Trainee: “We hope you will stay at our hotel again, see you”	-	-	-



Appendix 6 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 6

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
68	Welcoming guest	Expressive	Trainee: “Hello Sir and Madam, welcome to Sunari Hotel Lovina Beach Resort”	The word “Hotel” has been added to the phrase “Sunari Hotel Lovina Beach Resort.”	Addition	“Hello Sir and Madam, welcome to Sunari Lovina Beach Resort”
69	Escorting guest	Directive	Trainee: “Sir and Madam, this way please”	-	-	-
70	Escorting guest	Commissive	Trainee: “Let me show you to your room”	-	-	-
71	Offering Assistance	Directive	Trainee: “Sir, can I help you with that?”	-	-	-
72	Offering Assistance	Commissive	Trainee: “Let me help you with your luggage”	-	-	-

73	Handling complaint	Expressive	Trainee: “Thank you sir and madam for letting us know”	-	-	-
74	Handling complaint	Commissive	Trainee: “Let me see what I can do to fix this”	-	-	-
75	Giving information	Representative	Trainee: “Sir and madam, here is some information about your room”	-	-	-
76	Giving information	Commissive	Trainee: “Let me tell you about room facilities”	Missing the article “the” before “room facilities”. In this context, it refers to specific room facilities.	Omission	“Let me tell you about the room facilities”
77	Answering guest request	Commissive	Trainee: “Certainly sir and madam, of course I can help you with that”	-	-	-
78	Answering guest request	Commissive	Trainee: “I’ll get that for you right away”	-	-	-

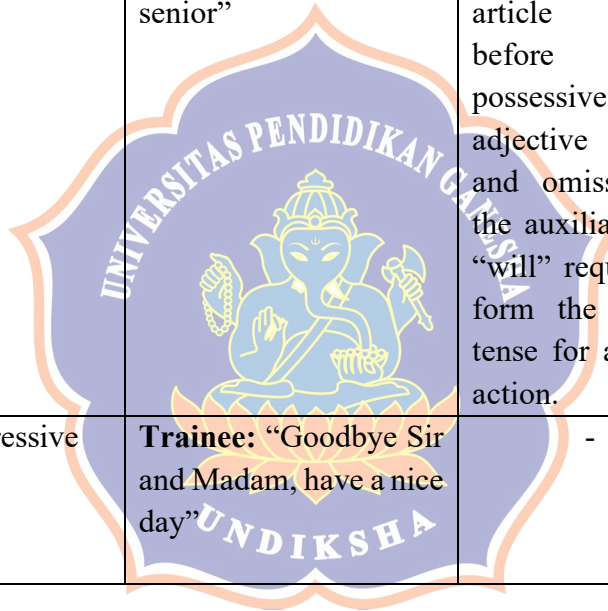
79	Answering guest request	Directive	Trainee: “Just a moment please”	-	-	-
80	Farewell/leave taking	Expressive	Trainee: “Thank you for staying with us”	-	-	-
81	Farewell/leave taking	Expressive	Trainee: “We hope you enjoy your staying”	The use of the word “staying” is inappropriate because it is a gerund form; in this utterance, the noun “stay” should be used instead.	Addition	“We hope you enjoy your stay”
82	Farewell/leave taking	Expressive	Trainee: “I hope to see you again soon have a safety trip, goodbye”	The choice of the word “safety” is incorrect; the adjective “safe” should be used instead.	Misformation	“I hope to see you again soon have a safe trip, goodbye”

Appendix 7 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 7

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
83	Welcoming guest	Expressive	Trainee: “Good morning Sir and Ma’am, welcome the hotel Sunari Lovina Beach Resort”	Missing preposition “to” after the word ‘welcome’ and unnecessary use of article “the” before proper noun.	Omission and Addition	“Good morning Sir and Ma’am, welcome to hotel Sunari Lovina Beach Resort”
84	Escorting guest	Directive	Trainee: “May I know your number?”	Omission of a specific noun that functions as an explanation. The speaker omitted the word “room”, making the phrase “your number” incomplete and unclear in context.	Omission	“May I know your room number?”

85	Escorting guest	Directive	Trainee: “Please follow this way”	-	-	
86	Offering Assistance	Commissive	Trainee: “Can I bring your luggage?”	-	-	-
87	Offering Assistance	Directive	Trainee: “I can help you?”	The speaker used incorrect word order by placing the subject before the modal verb.	Misordering	“Can I help you?”
88	Handling complaint	Expressive	Trainee: “I’m sorry for the problem, Sir and Ma'am”	-	-	-
89	Giving Information	Representative	Trainee: “Your room ready now”	Missing the required linking verb "is" after the subject "your room"	Omission	“Your room is ready now”
90	Giving Information	Representative	Trainee: “The big swimming pool near the beach”	Missing the linking verb "is" after the word "pool", resulting	Omission	“The big swimming pool is near the beach”

				in an incomplete sentence structure.		
91	Answering guest request	Directive and Commissive	Trainee: “Please wait, I report to the my senior”	Unnecessary addition of the article “the” before the possessive adjective “my” and omission of the auxiliary verb “will” required to form the correct tense for a future action.	Addition and Omission	“Please wait, I will report to my senior”
92	Farewell/leave taking	Expressive	Trainee: “Goodbye Sir and Madam, have a nice day”	-	-	-



Appendix 8 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 8

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
93	Welcoming guest	Expressive and Directive	Trainee: “Hello New Sunari Lovina Beach Resort, I am Gita, how may I assist you?”	-	-	-
94	Escorting guest	Representative and Directive	Trainee: “Okay, your room number is 808, please follow me”	-	-	-
95	Escorting guest	Commissive	Trainee: “I will escort you to the room”	-	-	-
96	Offering Assistance	Directive	Trainee: “May I help you?”	-	-	-
97	Handling Complaint	Expressive	Trainee: “I really apologize for the inconvenience”	-	-	-

98	Handling Complaint	Commissive	Trainee: “I will send our technical to check the air condition”	Incorrect use of the adjective “technical” instead of “technician” and the incorrect noun form “air condition” instead of “air conditioner.”	Misformation	“I will send our technician to check the air conditioner”
99	Giving Information	Representative	Trainee: “Okay, I will give you some information for the our restaurant is nearby the beach in the left side and for the breakfast tomorrow start from 7 until 10 in the morning and we have swimming pool and gym also nearby the beach”	Addition of the article “the” before the word “our restaurant”, incorrect use of the preposition “in” (should be “on”), omission of the article “a” before the words “swimming pool” and “gym”, and omission of the ending “s” on the verb “starts”.	Addition, Misformation, and Omission	“Okay, I will give you some information, for our restaurant is nearby the beach on the left side and for the breakfast tomorrow starts from 7 until 10 in the morning, and we have a swimming pool and a gym also nearby the beach”

100	Answering guest request	Directive and Commissive	Trainee: “Of course, please wait a moment, my friend will bring spoon for you to your room”	Missing the article "a" before the countable singular noun "spoon".	Omission	“Of course, please wait a moment, my friend will bring a spoon for you to your room”
101	Farewell/leave taking	Expressive	Trainee: “Okay, thank you so much for staying with us”	-	-	-
102	Farewell/leave taking	Expressive	Trainee: “Enjoy for your next trip and have a good day”	Unnecessary addition of the preposition “for” after the verb “enjoy”.	Addition	“Enjoy your next trip and have a good day.”

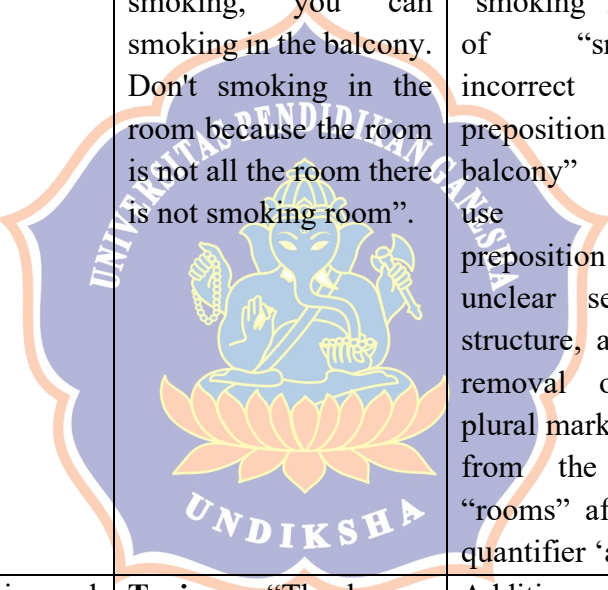


Appendix 9 The Language Functions, Expressions, and Grammatical Errors Done by Bellboy 9

No	Job Description (Bellboy Duty)	Language Function	Language Expression	Grammatical Error	Types of grammatical error	Correction
103	Welcoming guest	Expressive and Directive	Trainee: “Hello good morning. Welcome to our hotel, how may I assist you?”	-	-	-
104	Escorting guest	Representative	Trainee: “Your room is on second floor.”	Omission of the definite article “the” before the ordinal number “second.”	Omission	“Your room is on the second floor.”
105	Escorting guest	Representative	Trainee: “The swimming pool is open 24 hours.”	-	-	-
106	Escorting guest	Representative	Trainee: “We have two swimming pool, in the front of deluxe room and the main pool in the front of restaurant.”	Omission of the suffix “-s” from the word pool after the number “two”, omission of the article “the” before the words “deluxe room”	Omission and Addition	“We have two swimming pools, in front of the deluxe room and the main pool in front of the restaurant”

				and “restaurant”, and addition of the word “the” before of the phrase “in front of”.		
107	Offering Assistance	Directive and Representative	Trainee: “If you would like to anything else, you can scan barcode on the table in your room because we don't provide telephone”	Addition of the particle “to” after the phrase “would like” and omission of the article “the” before the word “barcode” and the article “a” before the word “telephone”.	Addition and Omission	“If you would like anything else, you can scan the barcode on the table in your room because we don't provide a telephone”
108	Handling Complaint	Expressive	Trainee: “I'm so apologize for the inconvenience in your room”.	The use of the auxiliary word “am” before the verb “apologize” is incorrect, and the word “so” is an unnecessary addition in this context because “so” should	Misformation and Addition	“I apologize for the inconvenience in your room”.

				modify an adjective (for example, “so sorry”), not a verb.		
109	Handling Complaint	Directive	Trainee: “May I have your room number and your name?”	-	-	-
110	Handling Complaint	Commissive	Trainee: “And then, our staff will come to your room to fix your air conditioner”.	-	-	-
111	Giving Information	Directive	Trainee: “If you would like to open the door, you can press the button of the door.	-	-	-
112	Giving Information	Directive	Trainee: “If the television is not working, you can come the front desk or scan barcode on the table”.	Missing preposition “to” after the word “come” and omission of the definite article “the” before the specific nouns	Omission	“If the television is not working, you can come to the front desk or scan the barcode on the table.”

				“front desk” and “barcode.”		
113	Giving Information	Directive and Representative	<p>Trainee: “And then if you would like to smoking, you can smoking in the balcony. Don't smoking in the room because the room is not all the room there is not smoking room”.</p> 	<p>Incorrect verb form usage of “smoking” instead of “smoke,” incorrect preposition “in the balcony” should use the preposition “on,” unclear sentence structure, and the removal of the plural marker “-s” from the word “rooms” after the quantifier ‘all’.</p>	Misformation, Misordering, and Omission	<p>“And then, if you would like to smoke, you can smoke on the balcony. Don't smoke in the room because not all of the rooms are smoking rooms.”</p>
114	Answering guest request	Expressive and Commissive	<p>Trainee: “Thank you so much Sir and Madam. We will inform to our staff to send the your request”.</p>	<p>Addition of the preposition “to” after the transitive verb “inform” and addition of the article ‘the’ before</p>	Addition	<p>“Thank you so much, Sir and Madam. We will inform our staff to send your request”</p>

				the possessive adjective “your”, where both determiners should not appear together.		
115	Answering guest request	Directive	Trainee: “Is anything else I can do for you again?”	Omission of the existential subject "there" after the verb "is" and the word "again" is redundant when used alongside "else."	Omission and Addition	“Is there anything else I can do for you?”
116	Farewell/ leave taking	Expressive	Trainee: “Thank you to choosing our hotel”	Incorrect use of the particle "to" instead of the preposition "for" to express the reason for thanking someone.	Misformation	“Thank you for choosing our hotel”
117	Farewell/ leave taking	Expressive and Directive	Trainee: “Thank you so much for staying in our hotel and then please make sure	Omission of the auxiliary verb “is” in the phrase “nothing else left”	Omission and Misformation	"Thank you so much for staying at our hotel and then please make sure

			nothing else left in your room”	and incorrect use of the preposition ‘in’; “at” should be used instead.		that nothing else is left in your room.”
118	Farewell/ leave taking	Expressive	Trainee: “I hope you can come back again and have a good day or safe flight”.	Omission of the indefinite article "a" before "safe flight." In English, singular countable nouns must be preceded by a determiner.	Omission	“I hope you can come back again and have a good day or a safe flight”.



Appendix 10 Documentation



Appendix 11 Semi-structured interview guide

Research Title: The Language Functions, Language Expressions, And Grammatical Errors Done By Bellboys In Handling Guests At New Sunari Lovina Beach Resort

Observer: Ni Made Arik Suandani

Location: New Sunari Lovina Beach Resort

A. General Questions:

1. What are your daily duties as a bellboy at the hotel?
2. Do you often use English when interacting with guests?
3. What do you usually use English for? (for example: greeting guests, offering assistance, giving information)
4. What English sentences or expressions do you usually use when:
 - a. Welcoming the guest?
 - b. Offering assistance?
 - c. Giving information?
 - d. Responding to request?
 - e. Handling complaint/apology?
 - f. Farewell/leave-taking?

B. Clarification Questions:

1. What did you mean by that utterance?
2. Do you usually use that expression when serving guests?
3. Where did you learn that expression?
4. Did you learn it from your senior or by yourself?
5. Have you ever heard another correct expression for that situation?
6. Do you think the sentence is correct or not?
7. Why did you use that expression?
8. If you say it again now, how would you say it?
9. Do you always use that expression with guests?
10. Were you nervous when saying the sentence?
11. Can you correct the sentence now?