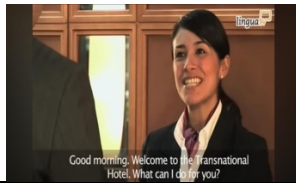


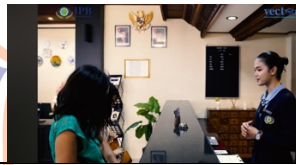
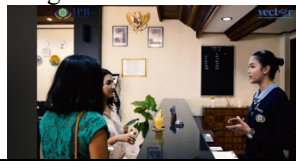
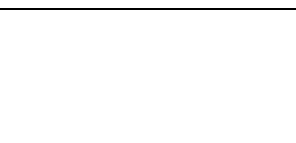
APPENDICES

Appendix 1. Analysis Result Table of Lingua TV Video

No .	Staff Action (duration of occurrence)	Facial Expression	Posture	Gesture	Eye Contact	Description / Explanation (Nonverbal Evidence)
1.	When welcoming guests (0.10)	genuine smile	stand upright	no specific hand gestures	adequate eye contact	The receptionist greets guests with a broad smile and focused gaze. 
2.	Crosscheck booking (0.44)	a pleading expression, furrowed eyebrows	stand upright	no specific hand gestures	periodic eye contact	The receptionist explained in detail to the guest why the booking did not exist, while maintaining eye contact. 
3.	Provide the access code (1.12)	focused expression	stand upright	bowed head while taking the access code	periodic eye contact	still standing upright and focusing on the guest. 
4.	Provide a list of hotel amenities (1.21)	sincere and friendly smile	stand upright	polite hand gestures when giving a list of hotel amenities	adequate eye contact	The receptionist uses polite hand gestures when providing a list of hotel amenities and makes full but not excessive eye contact with guests.

						 And this is a list of all the hotel amenities, like the gym and the indoor pool.
5.	Requesting guest ID and providing registration forms (1.36)	focused expression	leaning forward posture	pointing to the form	Periodic eye contact	body leaning forward to show attention when handing over documents and asking for guest ID.  Sure. Here's your check-in form.
6.	Talking with guests (1.43 - 2.05)	sincere and broad smile	stand upright	no specific hand gestures	adequate eye contact	Friendly expressions show the staff's interest when communicating with guests.  I hope you had a good trip.
7.	Give room key (2.07)	sincere smile	leaning forward posture	using one hand	periodic eye contact	The expression returned to being friendly and smiling, with clear gestures when handing over the keys.  This is your room key. You're in room 653.
8.	Direct guests to their rooms (2.11-2.21)	friendly expression	relaxed posture but still alert	directing movement	periodic eye contact	Gesture pointing towards the guest room. Eye contact to ensure the guest understands.  More videos at www.linguatv.com Just take the elevator on the right wing to the 6th floor.

Appendix 2. Analysis Result Table of IPB INTERNASIONAL Video

N o.	Staff Action (duration of occurrence)	Facial Expression	Posture	Gesture	Eye Contact	Description / Explanation (Nonverbal Evidence)
1.	Welcoming guest (2.22)	focused expression	stand upright	hands in front of the chest	staff looking at guests	The staff gives an opening greeting with their hands in front of their chests and their bodies upright. 
2.	Ask the guest ID and booking confirmation (2.30)	flat expression	leaning slightly forward	hands open when asking for something	adequate eye contact	Although the receptionist shows open gestures when serving guests, her facial expression appears tense and she rarely smiles. 
3.	Reconfirm the guest booking (3.18)	assuring expression	upright posture	nodding head	periodic eye contact	Nodding to confirm room details; gaze shifts calmly between the screen and the guest. 
4.	Handling deposits (3.43)	Professional/formal expression	upright posture	Receiving with both hands	adequate eye contact	When receiving a deposit, staff use both hands as a sign of courtesy. 
5.	Provide a registration form (4.35)	Sincere and helpful smile	Leaning forward	Hand gestures directing and pointing to documents	Eye contact with documents and guests	Using all fingers to point to the sections that guests must fill out on the form. 
6.	Give room key (5.22)	Friendly smile	upright	Extending hand	Periodic eye contact	Handing over keys and breakfast coupons one by one. 

			postur e			one with polite and orderly hand movements. 
7.	Explaining the arrival kit to the guest (5.27)	focused expression/ flat expression	upright postur e	hand gesture directin g	periodic eye contact	explaining in detail to guests while occasionally using hand gestures, but the staff's expressions appear very flat. 
8.	Upselling hotel product (6.25)	expression remains flat but occasionally smiles	upright postur e	hand gesture directin g	periodic eye contact	Using hand gestures when explaining the barbecue dinner event to attract guests' interest. 
9.	When ending the check-in process & escorting (7.37)	wide smile	upright postur e	a slight nod and hands in front of the chest as a farewell greeting	periodic eye contact	End the conversation with a smile accompanied by a polite nod and your hands in front of your chest before handing the guest over to the bellboy. 

Appendix 3. Comparison Table of Non-verbal Cues between Lingua TV and IPB Internasional

No.	Nonverbal category	Lingua TV	IPB INTERNASIONAL	Interpretation
1	Facial Expression	The staff displayed warm, friendly expressions and sincere smiles	Staff tend to display a formal, calm, and sometimes looks flat	Lingua TV tends to convey warmth through spontaneous smiles to build rapport with guests, whereas IPB Internasional displays a calmer, more controlled facial expression, though it comes across as somewhat stiff.
2	How to stand	The staff stands at attention but remains flexible, allowing for more relaxed moments as the conversation flows.	The staff maintain an upright posture and are highly disciplined.	In the IPB Internasional video, a very upright standing posture is shown as the ideal standard for students. Meanwhile, Lingua TV features a more flexible and relaxed standing posture that reflects real-world interactions in the hospitality industry.
3	Hand and Head Gestures	fewer hand gestures, and the hand gestures used are meant to support the verbal conversation, and there is no head-nodding.	demonstrating hand gestures that use both hands to give or receive, placing a hand over the heart as a formal greeting, and nodding the head.	IPB Internasional uses more hand gestures. This is related to the number of technical procedures shown, such as pointing to documents, using both hands when receiving deposits, and showing the direction of facilities. Meanwhile, in the Lingua TV video, there are fewer gestures because the interaction is more in the form of casual conversation.
4	Eye Contact	Eye contact that appears very focused on the guest; staff members look at the guest more than they look at documents.	Eye contact appears to be intermittent, often shifting between looking at the guest and checking the accuracy of the data on the screen or in the documents.	In the Lingua TV video, there is very strong eye contact with guests. This can be seen when staff communicate with guests; staff look more at guests than at computer screens or documents. Eye contact in the IPB video is less because staff focus more on processing data on computer screens and checking documents in detail.

BIOGRAPHY



Luh Eka Kusumawati was born in Jinengdalem Village, Buleleng District, Buleleng Regency, Bali, on March 12, 2004. She is the daughter of Mr. Nengah Nuaba and Mrs. Made Ariani. The writer is an Indonesian citizen and follows the Hindu religion. Currently, the writer lives at Jinengdalem Village, Buleleng Regency, Bali. The writer started her elementary school education at SD Negeri 3 Jinengdalem in 2010 and graduated in 2016. Then, she continued her junior high school education at SMP Negeri 5 Singaraja and graduated in 2019. In 2022, she completed her senior high school education at SMA Negeri 3 Singaraja. Furthermore, in 2022, the writer continued her applied bachelor's degree at Universitas Pendidikan Ganesha in the English for Business and Professional Communication Study Program, Department of Foreign Languages, Faculty of Language and Arts. In the final semester of 2026, the writer completed her thesis entitled "The Analysis of Nonverbal Communication in Hotel Check-in Procedures as Portrayed in Lingua TV and IPB Internasional". From 2022 until the completion of this thesis, the writer is still officially registered as a student of the Applied Bachelor Program of English for Business and Professional Communication at Universitas Pendidikan Ganesha.