

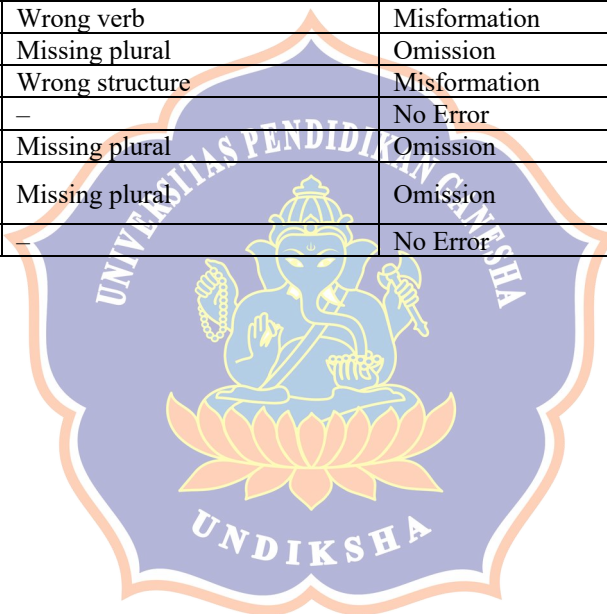
APPENDICES

Appendix 1. The Language Expressions and Grammatical Errors Done by Receptionist A

No	Language Expression	Grammatical Error	Types	Corrections
1	Welcome to the Oberoi Beach Resort Bali	-	No Error	-
2	How are you today?	-	No Error	-
3	Make sure nothing left from the car mom	Missing “is”, wrong preposition	Omission & Misformation	“Please make sure nothing is left in the car, ma’am.”
4	Please come this way, you are coming from the airport right?	Incorrect question structure	Misordering	“Please come this way. Are you coming from the airport?”
5	Please have a seat here.	-	No Error	-
6	Let me introduce myself, my name is Yuli	-	No Error	-
7	May I have your Passport for help us for the registration?	Wrong verb form	Misformation	“May I have your passport to help us with the registration?”
8	Your Reservation is under name Mrs. Audry	Missing Article	Omission	“Your reservation is under the name Mrs. Audry.”
No	Language Expression	Grammatical Error	Types	Corrections
9	May I borrow your Credit Card... during you stay... form the Credit Limit	Wrong possessive, typo, verb form	Misformation	“May I borrow your credit card? I will hold an amount to guarantee your extra expenses during your stay at our hotel and block it from your credit limit.”
10	you will stay... for 3 Night	Missing plural	Omission	“You will stay... for 3 nights.”
11	You will stay at Luxury Lanai Garden View...	-	No Error	-
12	For your room is included already with breakfast	Wrong structure	Misordering	“Your room already includes breakfast.”

13	do you have any dietary food or allergic with something	Wrong word choice	Misformation	“Do you have any dietary requirements or allergies?”
14	share your preference to other Oberoi	Wrong preposition	Misformation	“Share your preferences with other Oberoi properties.”
15	Is it fine if customize your marketing offers?	Missing subject	Omission	“Is it fine if we customize your marketing offers?”
16	Thank you so much mom	–	No Error	–
No	Language Expression	Grammatical Error	Types	Corrections
17	your room is ready now... are you ready to go to your room	Minor structure issue	Misordering	“Your room is ready now. Are you ready to go to your room?”
18	Because this is your first time in here	Unnecessary “in”	Addition	“Because this is your first time here...”
19	reception 24 hours for you	Missing verb	Omission	“The reception is available 24 hours for you.”
20	we have boutique and Gallery	Missing article	Omission	“We have a boutique and a gallery.”
	it’s open 24 hours	–	No Error	–
21	we do have the yoga session... we do provide you mat	Missing article	Omission	“We provide you with a mat, water, and a towel.”
22	That’s open for breakfast and for lunch	–	No Error	–
23	it will be starting... it will be move	Wrong verb forms	Misformation	“Breakfast starts... it will be moved...”
24	Because this is your first time in here	Unnecessary “in”	Addition	“Because this is your first time here...”
25	we serve with international cuisine	Wrong preposition	Misformation	“We serve international cuisine.”
26	we provide you with the light meals	–	No Error	–
No	Language Expression	Grammatical Error	Types	Corrections
27	it will be change for the activity every day	Wrong verb form	Misformation	“The activity will be changed every day.”
28	for all our guest in house	Missing plural	Omission	“for all our guests in-house”
29	all our beach... not private beach	Missing plural/article	Omission	“All our beaches are public beaches.”
30	open form 9:00 am 9:00 pm	missing “to”	Misformation	“open from 9:00 am to 9:00 pm”
31	Welcome to your room	–	No Error	–
32	May I continue to explain your room facilities?	–	No Error	–
33	included with the restaurant menus	Wrong word choice	Misformation	“including the restaurant menus”
34	Here is the main switch for the light	–	No Error	–

35	it will be replenish every day	Wrong verb form	Misformation	"It will be replenished every day."
36	you can connect directly here	–	No Error	–
37	it will be on charge if you consume	Wrong phrase	Misformation	"It will be charged if you consume it."
38	the temperature that you like	–	No Error	–
39	Next, here is your bathroom	–	No Error	–
No	Language Expression	Grammatical Error	Types	Corrections
40	follow the step here	Missing plural	Omission	"Follow the steps here."
41	in the other side	Wrong preposition	Misformation	"on the other side"
42	we have provide also here the slippers	Wrong verb	Misformation	"We have also provided slippers here."
43	four bottle of water	Missing plural	Omission	"four bottles of water"
44	if you want for extra water	Wrong structure	Misformation	"If you would like extra water..."
45	(duplicate sentence)	–	No Error	–
46	do you have any question?	Missing plural	Omission	"Do you have any questions?"
47	we are 24 hour at the reception	Missing plural	Omission	"We are available 24 hours at the reception."
48	Have a pleasant stay with us	–	No Error	–



Appendix 2. The Language Expressions and Grammatical Errors Done by Receptionist B

No	Language Expression	Grammatical Error	Types	Corrections
1	Good Morning. Welcome to the Oberoi Beach Resort Bali.	–	No Error	–
2	How are you today?	–	No Error	–
3	Make sure nothing is left in the car, ma'am.	–	No Error	–
4	Please come this way, you're arriving from the airport, right?	Minor structure issue	Misordering	"Please come this way. You're arriving from the airport, right?"
5	Please have a seat here.	–	No Error	–
6	Let me introduce myself...	–	No Error	–
7	May I have your passport to assist us with registration?	Missing article	Omission	"May I have your passport to assist us with the registration?"
8	Please help us fill this form	Missing "out"	Omission	"Please help us fill out this form."
9	I will hold 1 million per night as a guarantee	–	No Error	–
10	you will stay... for 3 nights	–	No Error	–
11	Smoking is allowed on the terrace	–	No Error	–
No	Language Expression	Grammatical Error	Types	Corrections
12	deposit will be returned if unused	Missing subject article	Omission	"The deposit will be returned if unused."
13	dietary food or allergic with something	Wrong word choice	Misformation	"Do you have any dietary requirements or allergies?"
14	share your preferences with other Oberoi properties	–	No Error	–
15	Is it fine if customize your marketing offers?	Missing subject	Omission	"Is it fine if we customize your marketing offers?"
16	Thank you so much ma'am	–	No Error	–
17	your room is ready now...	Minor structure	Misordering	"Your room is ready now. Are you ready to go to your room?"
18	first time in here	Unnecessary "in"	Addition	"first time here"

19	reception 24 hours for you	Missing verb	Omission	"The reception is available 24 hours for you."
20	we have boutique and Gallery	Missing article	Omission	"We have a boutique and a gallery."
21	it's open 24 hours	–	No Error	–
No	Language Expression	Grammatical Error	Types	Corrections
22	yoga sessions are held...	–	No Error	–
23	That's open for breakfast	–	No Error	–
24	it will be move if it is rain	Wrong verb form	Misformation	"It will be moved if it rains."
25	we serve with international cuisine	Wrong preposition	Misformation	"We serve international cuisine."
26	provide you with the light meals	–	No Error	–
27	it will be change for the activity	Wrong verb	Misformation	"The activity will be changed every day."
28	for all our guest in house	Missing plural	Omission	"for all our guests in-house"
29	all our beach... public beach	Missing plural	Omission	"All our beaches are public beaches."
30	open form 9:00 am 9:00 pm	Typo	Misformation	"open from 9:00 am to 9:00 pm"
31	Welcome to your room	–	No Error	–
32	May I continue...	–	No Error	–
33	barcode provides detailed information	–	No Error	–
34	main switch for the light	–	No Error	–
35	it will be replenish every day	Wrong verb	Misformation	"It will be replenished every day."
36	you can connect directly	–	No Error	–
No	Language Expression	Grammatical Error	Types	Corrections
37	it will be on charge if you consume	Wrong phrase	Misformation	"It will be charged if you consume it."
38	AC manual not automatic	Missing verb	Omission	"The AC is manual, not automatic."
39	Next, here is your bathroom	–	No Error	–
40	follow the step here	Missing plural	Omission	"Follow the steps here."
41	in the other side	Wrong preposition	Misformation	"on the other side"
42	we have provide also here the slippers	Wrong verb	Misformation	"We have also provided slippers here."
43	four bottle of water	Missing plural	Omission	"four bottles of water"
44	want for extra water	Wrong structure	Misformation	"If you would like extra water..."
45	duplicate sentence	–	No Error	–
46	any question	Missing plural	Omission	"any questions"
47	we are 24 hour	Missing plural	Omission	"we are available 24 hours"
48	Enjoy your stay with us here	–	No Error	–

Appendix 3. The Language Expressions and Grammatical Errors Done by Receptionist C

No	Language Expression	Grammatical Error	Types	Corrections
1	Good Morning. Welcome to the Oberoi Beach Resort Bali.	-	No error	-
2	How are you today?	-	No error	-
3	Make sure nothing is left in the car, ma'am.	-	No error	-
4	Please follow me this way. You are arriving from the airport, right?	-	No error	-
5	Kindly have a seat here.	-	No error	-
6	Alright madam/sir, let me introduce myself first, my name is Nana.	-	No error	-
7	May I borrow your passport to assist you with the registration?	-	No error	-
8	Your booking is under the name Mrs. Audry. Please help us fill in this form.	-	No error	-
9	May I have your credit card, ma'am? We will hold 1 million per night as a deposit.	-	No error	-
No	Language Expression	Grammatical Error	Types	Corrections
10	Mrs. Audry, let me reconfirm your booking, you will stay with us until 1 February.	-	No error	-
11	You will be staying in a Luxury Lanai Garden View room with a double bed.	-	No error	-
12	Your room includes breakfast, already paid by your agent. The deposit will be returned if unused.	-	No error	-
13	May I know if you have any dietary requirements or allergies, ma'am/sir?	-	No error	-
14	May I have your permission to share your preferences with other Oberoi properties?	-	No error	-

15	Is it fine if customize your marketing offers?	Missing subject	Omission	“Is it fine if we customize your marketing offers?”
16	Thank you so much ma’am	-	No error	-
No	Language Expression	Grammatical Error	Types	Corrections
17	Alright Ma’am just for your information your room is ready now, are you ready to go to your room?			
18	Because this is your first time here, I will explain our lobby area to you.	-	No error	-
19	This is our lobby, and over there is our reception, open 24 hours.	-	No error	-
20	And also in the right corner we have boutique and Gallery it is open from 9 am - 9 pm.	Missing article	Omission	“We have a boutique and a gallery.”
21	On the right side of the stairs, we have the library and business center. It is open 24 hours.	-	No error	-
22	In our lobby garden, yoga sessions are held every Thursday from 8:00–9:00 a.m.	-	No error	-
23	There we have our frangipani café. That's open for breakfast and for lunch.	-	No error	-
No	Language Expression	Grammatical Error	Types	Corrections
24	For breakfast it will be starting from 7:00 - 11:00 am and continue for the lunch from 11:00 – 18:00 With the Ala Carte menu. But if it is rain the breakfast and lunch it will be move to Kura - Kura restaurant.	Wrong structure	Misformation	“If it rains, it will be moved.”

25	And also, here is our Kura-kura fine dining restaurant we serve with international cuisine, open from 18:00-23:00.	-	No error	-
26	We do have BAR, the name is Kayu Bar. Where it will be open from midday until midnight, and also we provide you with the light meals there.	-	No error	-
27	Here is our Amphitheater where we have complimentary afternoon tea every afternoon, starting from 16:00 until 17:00 pm. While the afternoon tea we do have some activities here like learning traditional Balinese dance, egg painting, Aksara Bali, it will be change for the activity every day.	-	No error	-
No	Language Expression	Grammatical Error	Types	Corrections
28	So here is our main pool for all our guest in house here.at our pool we provide you with the mineral water, sunscreen, and also towels there, just come to the pool they will provide it for you.	Missing plural	Omission	“guests in-house”
29	We have access to the beach near the lifeguard. All beaches here are public.	-	No error	-
30	We do have SPA at our hotel, the location it will be in the corner of our hotel, that's open from 9:00 am 9:00 pm. We have also gym inside our SPA, that's open 24 hours.	Misformation	Misformation	“open from 9:00 am to 9:00 pm”
31	Welcome to your room. This is your Luxury Lanai Garden View room, number 223.	-	No error	-
32	Alright Sir and Madam. May I continue to explain your room facilities?	-	No error	-

33	Inside your room, the barcode provides detailed information about our hotel.	-	No error	-
No	Language Expression	Grammatical Error	Types	Corrections
34	Here is the main switch for the light	-	No error	-
35	We also have the fruit basket as complimentary it will be replenish every day. We do have the list of seasonal fruit here.	Wrong verb	Misformation	"It will be replenished."
36	Here we have the television, so for the television if you have your Netflix account you can connect directly here.	-	No error	-
37	And also we have the coffee & tea making facilities it will be replenish every day also and we have the mini bar, snack bar and also the price list in the bottom here it will be on charge if you consume from there.	-	No error	-
38	For the AC here it is manual not automatic, you can just change the temperature that you like.	-	No error	-
39	Next, here is your bathroom.	-	No error	-
No	Language Expression	Grammatical Error	Types	Corrections
40	We have also the beach bag and the safety deposit box here, you can just follow the step here.	-	No error	-
41	Also in the other side we have laundry list	-	No error	-
42	We have provide also here the slippers, the white one for the room and the grey one for outside. We have also bathrobe here.	Wrong verb	Misformation	"We have provided."
43	In your bathroom, we provide mineral water for your use.	Missing plural	Omission	"four bottles of water"

44	We also provide a shuttle bus service if you would like to explore Seminyak.	-	No error	-
45	We also provide a map for your convenience.	-	No error	-
46	That's all about your room, do you have any question?	Missing plural	Omission	“any questions”
47	If you need anything, please dial number 4, we are available 24 hours.	Missing plural	Omission	“we are available 24 hours”
48	Have a nice day, see you around.	-	No error	-



Appendix 4. The Language Expressions and Grammatical Errors Done by Receptionist D

No	Language Expression	Grammatical Error	Types	Corrections
1	Good Morning. Welcome to the Oberoi Beach Resort Bali.	–	–	Correct
2	How are you today?	–	–	Correct
3	Make sure nothing is left in the car, ma'am.	–	–	Correct
4	Please follow me this way. You are arriving from the airport, right?	Missing preposition (“this way”)	Omission	“Please follow me this way.” / “Please follow me.”
5	Kindly have a seat here.	–	–	Correct
6	Alright madam/sir, let me introduce myself first, my name is Nana.	Punctuation & capitalization	Misordering	“Alright, Madam/Sir, let me introduce myself. My name is Nana.”
7	May I borrow your passport to assist you with the registration?	Unnatural word choice	Misformation	“May I have your passport to assist with the registration?”
8	Your booking is under the name Mrs. Audry. Please help us fill in this form.	–	–	Correct
9	May I have your credit card, ma'am? We will hold 1 million per night as a deposit.	–	–	Correct
No	Language Expression	Grammatical Error	Types	Corrections
10	Mrs. Audry, let me reconfirm your booking, you will stay with us until 1 February.	Run-on sentence	Misordering	“Mrs. Audry, let me reconfirm your booking. You will stay with us until 1 February.”
11	You will be staying in a Luxury Lanai Garden View room with a double bed.	–	–	Correct

12	Your room includes breakfast, already paid by your agent. The deposit will be returned if unused.	–	–	Correct
13	May I know if you have any dietary requirements or allergies, ma'am/sir?	–	–	Correct
14	May I have your permission to share your preferences with other Oberoi properties?	–	–	Correct
15	Is it fine if customize your marketing offers?	Missing subject	Omission	"Is it fine if we customize your marketing offers?"
16	Thank you so much ma'am	Missing punctuation	Misordering	"Thank you so much, ma'am."
No	Language Expression	Grammatical Error	Types	Corrections
17	Alright Ma'am just for your information your room is ready now, are you ready to go to your room?	Missing connectors/punctuation	Misordering	"Alright Ma'am, just for your information, your room is ready now. Are you ready to go to your room?"
18	Because this is your first time here, I will explain our lobby area to you.	Slightly unnatural	Misformation	"Since this is your first time here, I will explain our lobby area to you."
19	This is our lobby, and over there is our reception, open 24 hours.	–	–	Correct
20	And also in the right corner we have boutique and Gallery it is open from 9 am - 9 pm.	Missing articles & plural	Omission	"On the right corner, we have a boutique and a gallery. They are open from 9 am to 9 pm."
21	On the right side of the stairs, we have the library and business center. It is open 24 hours.	Missing article	Omission	"the business center"
22	In our lobby garden, yoga sessions are held every Thursday from 8:00–9:00 a.m.	–	–	Correct

No	Language Expression	Grammatical Error	Types	Corrections
23	There we have our frangipani café. That's open for breakfast and for lunch.	–	–	Correct
24	For breakfast it will be starting... continue for the lunch... if it is rain... it will be move	Multiple grammar errors	Misformation	“Breakfast starts from 7:00–11:00 am and continues for lunch... If it rains, it will be moved...”
25	And also, here is our Kura-kura fine dining restaurant we serve with international cuisine	Run-on sentence	Misordering	“Here is our Kura-Kura fine dining restaurant. We serve international cuisine.”
26	We do have BAR, the name is Kayu Bar. Where it will be open...	Fragment sentence	Misordering	“We have a bar called Kayu Bar, which is open...”
27	it will be change for the activity every day	Wrong verb form	Misformation	“The activity will be changed every day.”
28	all our guest in house here.at our pool...	Missing plural & punctuation	Omission	“all our in-house guests. At our pool...”
29	We have access to the beach near the lifeguard. All beaches here are public.	–	–	Correct
No	Language Expression	Grammatical Error	Types	Corrections
30	We do have SPA at our hotel... gym inside our SPA	Missing articles	Omission	“a spa... a gym inside our spa”
31	Welcome to your room. This is your Luxury Lanai Garden View room, number 223.	–	–	Correct
32	Alright Sir and Madam. May I continue to explain your room facilities?	–	–	Correct

33	Inside your room, the barcode provides detailed information about our hotel.	–	–	Correct
34	Here is the main switch for the light	Unnatural phrase	Misformation	“Here is the main light switch.”
35	We also have the fruit basket as complimentary it will be replenish every day	Wrong verb form	Misformation	“complimentary. It will be replenished every day.”
36	Here we have the television... you can connect directly here	Repetition	Addition	“you can connect directly”
37	coffee & tea making facilities it will be replenish... it will be on charge	Multiple errors	Misformation	“coffee and tea-making facilities... will be replenished... will be charged...”
38	For the AC here it is manual not automatic	Missing connector	Omission	“it is manual, not automatic”
No	Language Expression	Grammatical Error	Types	Corrections
39	Next, here is your bathroom.	–	–	Correct
40	you can just follow the step here	Missing plural	Omission	“follow the steps here”
41	Also in the other side we have laundry list	Missing article	Omission	“on the other side... a laundry list”
42	We have provide also here the slippers	Wrong verb tense	Misformation	“We also provide slippers here”
43	In your bathroom, we provide mineral water for your use.	–	–	Correct
44	We also provide a shuttle bus service if you would like to explore Seminyak.	–	–	Correct
45	We also provide a map for your convenience.	–	–	Correct
46	That's all about your room, do you have any question?	Missing plural	Omission	“any questions?”

47	If you need anything, please dial number 4, we are available 24 hours.	Run-on sentence	Misordering	“Please dial number 4. We are available 24 hours.”
48	Have a nice day, see you around.	—	—	Correct



Appendix 5. Documentation







