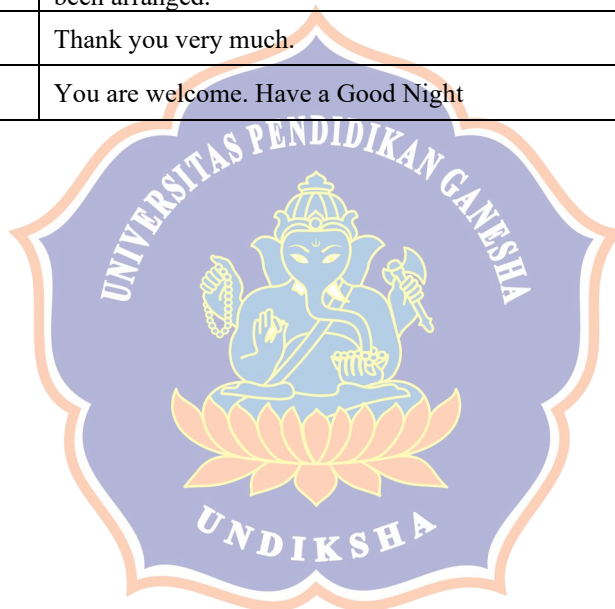


APPENDICES

Appendix 1. Transcript of Guest Requested for Wake-Up Call

No	Speaker	Transcript
1.	Operator	Good evening, thank you for calling At your Service Arik speaking. How may I assist you?
2.	Guest	Good evening. I would like to request a wake-up call for tomorrow, please.
3.	Operator	Certainly, Madam. What time would you like the wake-up call?
4.	Guest	At 5:30 a.m., please.
5.	Operator	May I have your room number, please?
6.	Guest	Room 305.
7.	Operator	Thank you. A wake-up call for Room 305 at 5:30 a.m. for tomorrow has been arranged.
8.	Guest	Thank you very much.
9.	Operator	You are welcome. Have a Good Night



Appendix 2. Transcript of Guest Complaint Handling

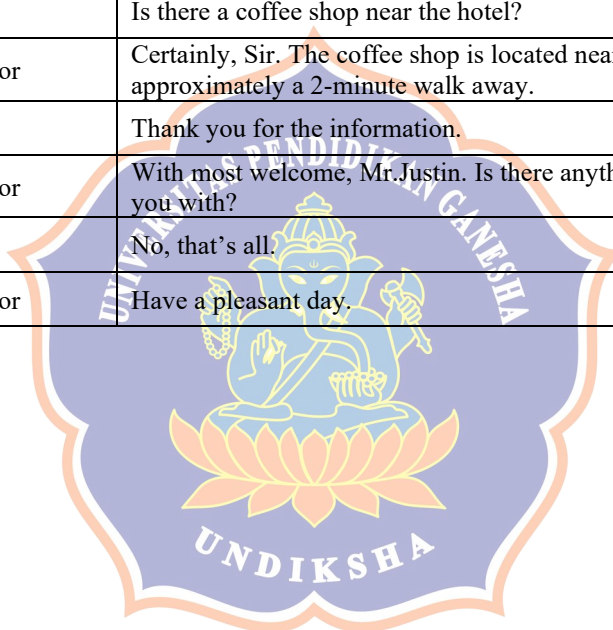
No	Speaker	Transcript
1.	Operator	Good evening, thank you for calling At Your Service. Shania speaking, how may I assist you?
2.	Guest	Hello, the air conditioning in my room is not working properly.
3.	Operator	We sincerely apologize for the inconvenience, Sir.
4.	Operator	May I know your room number, please?
5.	Guest	Room 308.
6.	Operator	Thank you, Sir. I understand your concern.
7.	Guest	The room feels very hot and uncomfortable.
8.	Operator	I completely understand the situation. Let me check this for you.
9.	Operator	I will inform our Engineering team immediately.
10.	Guest	How long will it take?
11.	Operator	Our Engineering team will come to your room within approximately 10 minutes.
12.	Guest	Alright, thank you.
13.	Operator	Would that be acceptable for you, Sir?
14.	Guest	Yes, that's fine.
15.	Operator	Is there anything else I can assist you with?
16.	Guest	No, thank you.
17.	Operator	Thank you for your understanding. Have a pleasant evening.

Appendix 3. Transcript of Spa Reservation Request

No	Speaker	Transcript
1.	Operator	Good afternoon, thank you for calling At Your Service. Shania speaking, how may I assist you?
2.	Guest	Good afternoon. I would like to book a spa treatment for tomorrow evening.
3.	Operator	Certainly, Sir. May I know your room number, please?
4.	Guest	Room 211.
5.	Operator	Thank you, Mr. Juby. Please allow me a moment while I check the spa availability for tomorrow, 15th March 2026.
6.	Guest	Sure.
7.	Operator	Thank you for waiting, Sir. The available treatment times for tomorrow are 09.00 a.m., 10.30 a.m., 12.00 p.m., 1.30 p.m., 3.00 p.m., 4.30 p.m., 6.00 p.m., 7.30 p.m., 9.00 p.m., and 10.30 p.m.
8.	Guest	I would like to reserve the 6.00 p.m. slot, please.
9.	Operator	Certainly, Sir. May I know how many guests will join the treatment?
10.	Guest	Only one person.
11.	Operator	Thank you. Which treatment would you prefer?
12.	Guest	Traditional Heritage Massage, please.
13.	Operator	Certainly, Sir. Allow me to confirm your reservation.
14.	Operator	A spa reservation has been arranged for Mr. Juby in Room 211 on 15th March 2026 at 6.00 p.m. for one person with Traditional Heritage Massage treatment.
15.	Guest	Yes, that is correct.
16.	Operator	Your reservation has been successfully confirmed.
17.	Guest	Thank you very much for your assistance.
18.	Operator	It is my pleasure, Sir. Please let us know if you need any further assistance.
19.	Guest	Sure, thank you.
20.	Operator	Have a pleasant day and enjoy your treatment for tomorrow evening, Sir.

Appendix 4. Transcript of Guest Asking for Directions and Information

No	Speaker	Transcript
1.	Operator	Good morning, thank you for calling Fairfield by Marriott Bali Kuta Sunset Road. Shania speaking, how may I assist you?
2.	Guest	Good morning. Hi I'm Justin I have a reservation in your hotel Could you please tell me where the hotel is located?
3.	Operator	Certainly, Mr.Justin. Our hotel is located at Jalan Merdeka Raya No. VII, Abianbase, Kuta, Bali
4.	Guest	Are there any tourist attractions near the hotel?
5.	Operator	Yes, Sir. You can visit several nearby attractions, shopping centers, and entertainment areas in Kuta.
6.	Guest	Could you recommend a place where I can have dinner tonight?
7.	Operator	You may enjoy dinner at our restaurant or dining areas around Kuta such as Dewi Sri Food Center.
8.	Guest	Is there a coffee shop near the hotel?
9.	Operator	Certainly, Sir. The coffee shop is located near the hotel, approximately a 2-minute walk away.
10.	Guest	Thank you for the information.
11.	Operator	With most welcome, Mr.Justin. Is there anything else I can assist you with?
12.	Guest	No, that's all.
13.	Operator	Have a pleasant day.



Appendix 5. Transcript of Placing Call on Hold and Transferring Call

No	Speaker	Transcript
1.	Operator	Good afternoon, thank you for calling Fairfield by Marriott Bali Kuta Sunset Road. Arik speaking, how may I assist you?
2.	Guest	Hello, I had a booking last night, but there was an issue with my reservation. I would like to speak to the manager.
3.	Operator	I'm sorry to hear there was an issue with your reservation, Sir.
4.	Operator	May I have your name and booking reference, please?
5.	Guest	My name is Daniel Watts, and my booking number is 45872.
6.	Operator	Thank you, Mr. Watts. Would you mind holding for a moment while I check the information?
7.	Guest	Sure.
8.	Operator	Thank you for waiting, Mr. Watts.
9.	Operator	Mr. Watts, I'm sorry I'm unable to assist you further with your inquiry. However, I would like to transfer your call to our Front Office Manager, who will be able to assist you better.
10.	Guest	Alright.
11.	Operator	Would you like me to connect you now?
12.	Guest	Yes, please.
13.	Operator	Please hold for a moment while I connect you to the Front Office Manager.
14.	Guest	Thank you.
15.	Operator	With most welcome, Sir.

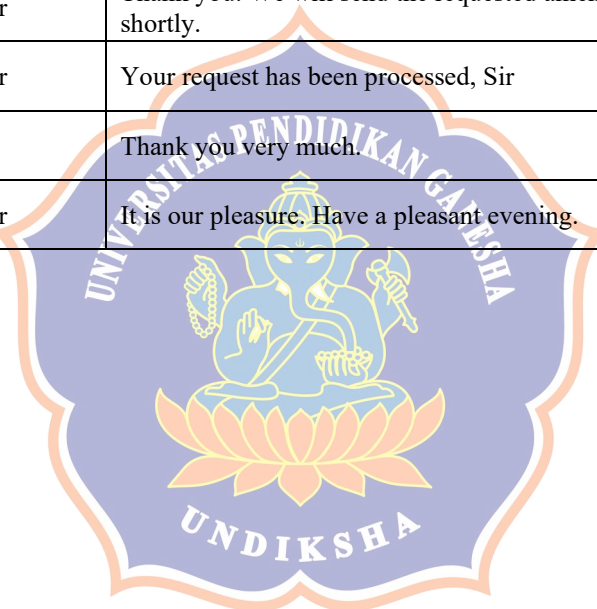
Appendix 6. Transcript of Incognito Guest Request

No	Speaker	Transcript
1.	Operator	Good evening, thank you for calling At Your Service. Shania speaking, how may I assist you?
2.	Guest	Hello, I would like my stay to remain private during my visit.
3.	Operator	Certainly, Sir. We would like to reconfirm that you would like your stay to remain confidential, correct?
4.	Guest	Yes, that is correct.
5.	Operator	We understand that you prefer to keep your stay private.
6.	Operator	Please be assured that no information about your stay will be disclosed.
7.	Guest	Thank you. I appreciate that.
8.	Operator	Your request for incognito status will be noted in our system.
9.	Operator	All concerned departments will be notified to maintain your privacy.
10.	Guest	Thank you very much.
11.	Operator	It is our pleasure, Sir. Is there anything else I can assist you with?
12.	Guest	No, that's all.
13.	Operator	Have a pleasant evening and enjoy your stay with us.



Appendix 7. Transcript of Guest Request for Additional Amenities

No	Speaker	Transcript
1.	Guest	Good evening, could I request additional amenities for my room?
2.	Operator	Certainly, Sir. May I know what items you require?
3.	Guest	I would like additional coffee, sugar, creamer, and tea.
4.	Guest	I also need a comb and a shaving kit, please.
5.	Operator	Certainly, Sir. May I confirm your room number?
6.	Guest	Room 356.
7.	Operator	Thank you. We will send the requested amenities to your room shortly.
8.	Operator	Your request has been processed, Sir
9.	Guest	Thank you very much.
10.	Operator	It is our pleasure. Have a pleasant evening.



Appendix 8. Transcript of Guest Request for Airport Transfer via WhatsApp

No	Speaker	Transcript
1.	Guest	Good afternoon, I would like to arrange transportation to the airport tomorrow morning.
2.	Operator	Good afternoon, Mr. James. Thank you for contacting us. Certainly, we will be happy to assist you with the airport transfer. May I know what time you would like to depart from the hotel?
3.	Guest	I would like to leave at 09.30 AM.
4.	Operator	Certainly, Mr. James. May I kindly have your flight details please?
5.	Guest	My flight is GA-421 to Jakarta.
6.	Operator	Thank you, Mr. James. May I also confirm your room number please?
7.	Guest	Room 604.
8.	Operator	Thank you, Mr. James. Kindly allow us a moment while we arrange the airport transfer for you.
9.	Operator	Mr. James, the airport transfer has been successfully arranged. The driver will pick you up at the hotel lobby at 09.30 AM. The price is IDR 310,000 net per way per car.
10.	Guest	Alright, that is fine. Thank you.
11.	Operator	It is our pleasure, Mr. James. If you need further assistance, please feel free to contact us. Have a pleasant day.

The transcript above is a simulated hotel telephone conversation created for academic purposes to demonstrate the use of English expressions in hotel operator services. The conversation illustrates how telephone operators use appropriate language functions and polite expressions when handling guest requests. It also reflects common communication procedures applied in hotel operations, such as greeting the guest, confirming necessary information, and providing assistance or information requested by the guest. This transcript is included as supporting data in this study to provide a clearer illustration of how language expressions are used in communication between hotel staff and guests.