

1. Appendix 1

The results of interview with the first subject.

No.	Questions	Results
1.	Can you explain your position and responsibilities as a bellboy at Lovina Beach Club & Resort?	I work as a bellboy at Lovina Beach Club & Resort. My responsibilities are handling guest luggage, escorting guests to their rooms, assisting guests during check-in and check-out, and providing information related to hotel facilities. I also communicate with international guests during the service process.
2.	What difficulties do you experience when communicating with international guests using English? Can you explain ?	Sometimes I have difficulty finding the right words when explaining something to guests. I understand what I want to say, but sometimes my vocabulary is still limited, especially when guests ask about detailed information or specific requests.
3.	Can you give an example of a situation when your English ability becomes a challenge?	Sometimes guests ask about hotel facilities or directions to certain places. I know the information, but I need more time to choose the correct words in English so the guest can understand.
4.	Have you ever experienced difficulty understanding guests when they speak English? Can you explain ?	Yes, sometimes guests speak very fast or use expressions that I am not familiar with. Because every guest has a different way of speaking English, sometimes I need to listen carefully.
5.	What do you usually do when you cannot understand what the guest says?	I usually ask the guest to repeat the information. Sometimes I also ask questions to make sure I understand their meaning correctly.
6.	Have you experienced difficulties because of differences in accent or pronunciation? Can you give the example ?	Yes, sometimes. Some guests have strong accents, and their pronunciation is different from what I usually hear. It makes me need more time to understand their message.

7.	How do you handle communication challenges barrier caused by accent differences?	I usually ask them to speak slowly or repeat the sentence. After that, I repeat the information again to make sure we have the same understanding.
8.	Have you experienced misunderstanding because the guest's message was unclear?	Yes, sometimes guests only give short information, so the meaning is not clear. For example, they ask something but do not explain the details.
9.	How do you overcome unclear messages from guests? Can you explain ?	I ask additional questions to understand what the guest really needs. I prefer confirming first before giving service.
10.	Have you experienced differences in communication styles when interacting with guests from different countries?	Yes, because every guest has a different communication style. Some guests are more direct, while others need more explanation and a more polite way of speaking.
11.	How do you adjust your communication when handling guests from different cultural backgrounds?	I try to adjust my speaking style. I speak more slowly, use polite expressions, and follow the guest's way of communicating.
12.	During group check-in and check-out, what situations make communication more difficult?	Usually when many guests arrive together, the lobby becomes crowded. Many people talk at the same time, so sometimes it is difficult to hear clearly.
13.	What do you do when communication is affected by a noisy environment? Can you explain ?	I usually move closer to the guest, speak more clearly, and repeat the information if necessary.
14.	When guests have difficulty understanding your English, what strategy do you use?	I use simple words and short sentences. I avoid difficult words because simple explanations are easier for guests to understand.
15.	Do you use gestures or body language when communicating with international guests? Can you give the example	Yes, sometimes I use gestures, especially when explaining directions or showing places in the hotel. Gestures help support my explanation.

16.	What is the biggest English communication challenge when handling group guests?	For me, the biggest challenge is understanding different ways guests speak English, especially different accents.
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2. Appendix 2

The results of interview with the second subject.

No.	Questions	Results
1.	Can you explain your position and responsibilities as a bellboy at Lovina Beach Club & Resort?	I work as a bellboy, and my main responsibility is assisting guests during arrival and departure. I help guests with their luggage, escort them to their rooms, explain some information about the hotel, and make sure the guests receive good service.
2.	Can you describe your experience when handling group guests during check-in and check-out processes?	Handling group guests is different from individual guests because many guests arrive at the same time. We need to manage luggage, give information, and communicate quickly because the situation can become busy.
3.	What difficulties do you experience when communicating with international guests using English?	Sometimes I have difficulty explaining detailed information because my English vocabulary is not always enough. For simple information I can handle it, but for more specific questions I need to think first.
4.	Can you describe a situation where English ability becomes a challenge during your work?	Sometimes guests ask about places, facilities, or special requests. I understand what they mean, but I need to find the correct words to answer them clearly.
5.	Have you ever experienced difficulty understanding guests when they speak English? Can you explain ?	Yes, sometimes. Some guests speak very fast, especially when they are in a hurry during check-out. Sometimes I need to ask again because I do not want to make a mistake.
6.	What do you usually do when you cannot understand the guest?	I usually say sorry and ask the guest to repeat. If I still do not understand, I ask them to explain in another way.
7.	Have you experienced difficulties because of differences in accent or	Yes, sometimes. Guests from different countries have different accents. Some accents are easy to understand, but

	pronunciation? Can you give the example	some are more difficult because the pronunciation is different.
8.	How do you overcome this problem? Can you explain ?	I try to focus on important words from the guest. I also repeat the information that I hear to make sure the meaning is correct.
9.	Have you experienced situations where guests messages were unclear?	Yes, sometimes guests only mention the main point, but the details are not clear. For example, they ask for help with luggage but do not explain which luggage or where they want it delivered.
10.	How do you handle unclear instructions from guests? Can you explain ?	I ask more specific questions. I confirm the information first before taking action.
11.	Have you experienced differences in communication styles when interacting with guests from different countries? Can you give the example	Yes, I think every guest has different habits when communicating. Some guests like short and direct explanations, but some guests want more detailed information.
12.	How do you adjust your communication style with different guests?	I adjust based on the guest. If the guest needs more explanation, I explain slowly. If the guest already understands, I give shorter information.
13.	During group check-in and check-out, what situations make communication difficult?	The difficult situation is when many guests arrive together. The lobby can become noisy because many people talk at the same time, and we also need to communicate quickly.
14.	How do you handle communication in a noisy situation? Can you explain ?	I usually approach the guest directly, speak clearly, and sometimes use gestures to help explain the information.
15.	When guests have difficulty understanding your English, what do you usually do?	I try to use easier words and avoid complicated sentences. My goal is that the guest understands the information correctly.

16.	Do you use gestures when communicating with international guests?	Yes, especially when explaining directions. Sometimes showing the location or using hand gestures is faster than explaining with many words.
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