



The Questionnaire the Language Expression Used by Guest Service Center in Handling Complaint Call at Anantara Seminyak Bali Resort

a. Guest Service Center 1

NO	Procedure	Language Expression
1	Greeting and listen with concern and empathy	<ul style="list-style-type: none"> • Selamat Pagi/Siang/Sore/ Malam, Sir. This is Guest Service Center, Desak speaking, how may I assist you?
2	Ask and Listen completely to the complaint	<ul style="list-style-type: none"> • Could you explain axactly what, the problem is?
3	Apologize and acknowledge the problem	<ul style="list-style-type: none"> • I apologize for anyinconveniececaused • I'm extremely sorry about it. • I am terribly sorry about it • I'm sorry this has happened to you
4	Stay calm and explaining the reason for the problem	<ul style="list-style-type: none"> • The reason is that our housekeeping forgot to spray mosquitoes repellant into your room.
5	Be aware of the guest's self-esteem and acknowledge your fault	<ul style="list-style-type: none"> • It's our fault. We accept full responsibility

6	Give the guest your undivided attention	<ul style="list-style-type: none"> • I completely understand your position Sir
7	Tell the guest what can be the best done	<ul style="list-style-type: none"> • I'll deal with it/attend to it/send an engeineer immediately • I'll find/arrange a replacement right away
8	Set an approximate time for completion of corrective actions	<ul style="list-style-type: none"> • Please wait a moment Mr./Mrs. ... our Housekeeping will come in to your room in 10 minutes. • please wait a minute our engineering will come into your room in 5 minutes to handle it
9	Monitor the progress of the corrective action and closing	<ul style="list-style-type: none"> • One again, I do apologize for any inconveniece caused. It won't happen again, I sure you
10	Saying Thank You	<ul style="list-style-type: none"> • Thank you for calling Guest Service Center, if you need any further assistance please don't hesitate to contact me • Thank you for contacting Guest Service Center

Table 1 Questionnaire Guest Service Center

The Questionnaire the Language Expression Used by Guest Service Center in Handling Complaint Call at Anantara Seminyak Bali Resort

b. Guest Service Center 2

NO	Procedure	Language Expression
1	Greeting and listen with concern and empathy	<p>a. Selamat Pagi/Siang/Sore/ Malam, Mr. George, This is Guest Service Center, Desak speaking, can I help you?</p> <p>a. Selamat Pagi/Siang/Sore/ Malam, Sir/Ms, This is Guest Service Center, Desak speaking, how may I assist you?</p>
2	Ask and Listen completely to the complaint	<p>a. Could you explain exactly what, the problem is?</p> <p>b. What is the problem exactly?</p>
3	Apologize and acknowledge the problem	<p>a. I see. We're very sorry about that</p> <p>b. I apologize for any inconvenience caused</p> <p>c. I'm extremely sorry about it.</p>
4	Stay calm and explaining the reason for the problem	<ul style="list-style-type: none"> • The reason is that our housekeeping forgot to spray mosquitoes repellent into your room.
5	Be aware of the guest's self-esteem and acknowledge your fault	<ul style="list-style-type: none"> • It's our fault. We accept full responsibility

6	Give the guest your undivided attention	<ul style="list-style-type: none"> • Yes sir I understand about your problem • I completely understand your position Sir
7	Tell the guest what can be the best done	<ul style="list-style-type: none"> • I'll deal with it/attend to it/send an engenieer immediatly • I'll find/arrange a replacement right away • Our housekeeping will come to handle it
8	Set an approximate time for completion of corrective actions	<ul style="list-style-type: none"> • Please wait a moment Mr./Mrs. ... our Housekeeping will come in to your room in 10 minutes. • please wait a minute our engineering will come into your room in 5 minutes to handle it
9	Monitor the progress of the corrective action and closing	<ul style="list-style-type: none"> • One again, I do apologize for any inconveniece caused. It won't happen again, I sure you • I do apologize one again. We are very sorry about this.
10	Saying Thank You	<ul style="list-style-type: none"> • Thank you for calling Guest Service Center, if you need any further assistance please don't hesitate to contact me

Table 2 Questionnaire Guest Service Center

The Questionnaire the Language Expression Used by Guest Service Center in Handling Complaint Call at Anantara Seminyak Bali Resort

c. Guest Service Center 3

NO	Procedure	Language Expression
1	Greeting and listen with concern and empathy	<ul style="list-style-type: none"> • Selamat Pagi/Siang/Sore/ Malam, Mr. George, This is Guest Service Center, Desaks peaking, how may I assist you?
2	Ask and Listen completely to the complaint	<ul style="list-style-type: none"> • Could you explain axactly what, the problem is?
3	Apologize and acknowledge the problem	<ul style="list-style-type: none"> • I apologize for anyinconveniececaused • I am terribly sorry about it • I am terribly sorry about it
4	Stay calm and explaining the reason for the problem	<ul style="list-style-type: none"> • The reason is that our housekeeping forgot to spray mosquitoes repellant into your room. • It was an oversight on our part.
5	Be aware of the guest's self-esteem and acknowledge your fault	<ul style="list-style-type: none"> • It's our fault. We accept full responsibility • We are to blame. We should have better security
6	Give the guest your undivided attention	<ul style="list-style-type: none"> • I completely understand your position Sir

		<ul style="list-style-type: none"> • Yes sir I understand about your problem
7	Tell the guest what can be the best done	<ul style="list-style-type: none"> • I'll deal with it/attend to it/send an engeieer immediately • I'll find/arrange a replacement right away
8	Set an approximate time for completion of corrective actions	<ul style="list-style-type: none"> • Please wait a moment Mr./Mrs. ... our Housekeeping will come in to your room in 10 minutes. • please wait a minute our engineering will come into your room in 5 minutes to handle it
9	Monitor the progress of the corrective action and closing	<ul style="list-style-type: none"> • One again, I do apologize for any inconveniece caused. It won't happen again, I sure you
10	Saying Thank You	<ul style="list-style-type: none"> • Thank you for calling Guest Service Center, if you need any further assistance please don't hesitate to contact me • Thank you for contacting Guest Service Center

Table 3 Questionnaire Guest Service Center

The Questionnaire the Language Expression Used by Guest Service Center in Handling Complaint Call at Anantara Seminyak Bali Resort

d. Guest Service Center 4

NO	Procedure	Language Expression
1	Greeting and listen with concern and empathy	<ul style="list-style-type: none"> • Selamat Pagi/Siang/Sore/ Malam, Sir/Ms, This is Guest Service Center, Desak speaking, how may I assist you? • Selamat Pagi/Siang/Sore/ Malam, Mr. George, This is Guest Service Center, Desak speaking, can I help you?
2	Ask and Listen completely to the complaint	<ul style="list-style-type: none"> • Could you explain axactly what, the problem is? • What is the problem exactly?
3	Apologize and acknowledge the problem	<ul style="list-style-type: none"> • I am terribly sorry about it • I apologize for anyinconveniececaused • I'm extremely sorry about it.
4	Stay calm and explaining the reason for the problem	<ul style="list-style-type: none"> • The reason is that our housekeeping forgot to spray mosquitoes repellent into your room. • It was an oversight on our part.
5	Be aware of the guest's self-esteem and acknowledge your fault	<ul style="list-style-type: none"> • It's our fault. We accept full responsibility

		<ul style="list-style-type: none"> We are to blame. We should have better security
6	Give the guest your undivided attention	<ul style="list-style-type: none"> Yes sir I understand about your problem I completely understand your position Sir
7	Tell the guest what can be the best done	<ul style="list-style-type: none"> I'll deal with it/attend to it/send an engenieer immediately
8	Set an approximate time for completion of corrective actions	<ul style="list-style-type: none"> Please wait a moment Mr./Mrs. ... our Housekeeping will come in to your room in 10 minutes. please wait a minute our engineering will come into your room in 5 minutes to handle it
9	Monitor the progress of the corrective action and closing	<ul style="list-style-type: none"> One again, I do apologize for any inconveniece caused. It won't happen again, I sure you I do apologize one again. We are very sorry about this.
10	Saying Thank You	<ul style="list-style-type: none"> Thank you for calling Guest Service Center, if you need any further assistance please don't hesitate to contact me

Table 4 Questionnaire Guest Service Center

AUTOBIOGRAPHY



Desak Putu Dewi Sulasih was born on 24 July 1999 in Pengastulan village. She lives in Pengastulan village, Seririt district, Buleleng regency, Bali. Dewa Komang Satria is her father's name while Ketut Meriani is her mother's name. She finished her primary school at SDN 1 Pengastulan in the year 2011. She continued her study to junior high school at SMP N 4 Seririt and graduated in the year of 2014. In the year of 2017, she graduated at SMA N 1 Seririt and science is her majority. Now she is a college student in Universitas Pendidikan Ganesha and takes Diploma III English Department as her majority. She interested in traveling learning foreign language. She just finished her last project entitle "The Procedures and Language Expressions used by Guest Service Center in Handling Complaint Call at Anantara Seminyak Bali Resort".

