

**THE PROCEDURES AND LANGUAGE
EXPRESSIONS USED BY GUEST SERVICE CENTER
IN HANDLING COMPLAINT CALL AT ANANTARA
SEMINYAK BALI RESORT**

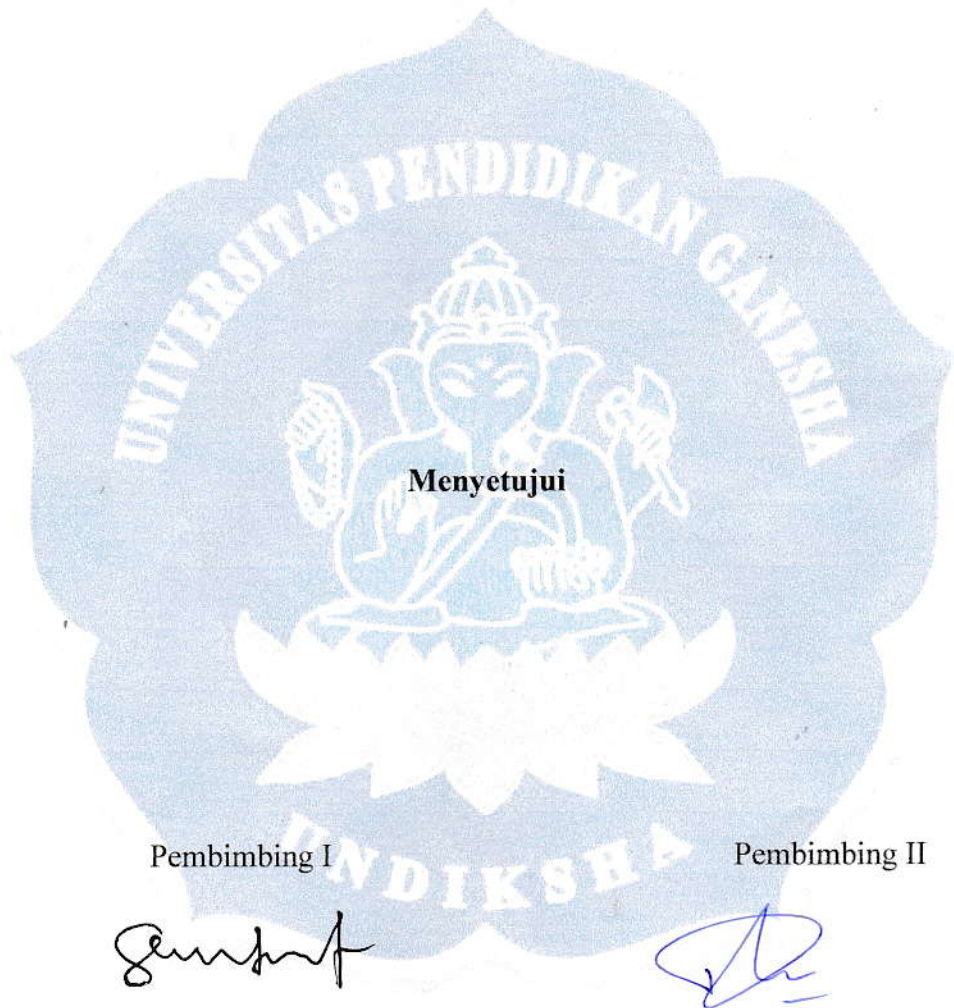
TUGAS AKHIR



**PROGRAM STUDI DIPLOMA III BAHASA INGGRIS
JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA
SINGARAJA
2020**

TUGAS AKHIR

**DIAJUKAN UNTUK MELENGKAPI TUGAS
DAN MEMENUHI SYARAT-SYARAT UNTUK
MENCAPAI GELAR AHLI MADYA**



Pembimbing I

Pembimbing II

(Made Suardana, S.Pd.M.Hum)
NIP.197506012001121001

(Made Dharma Susena Suyasa, S.S.,M.Hum)
NIP.197607142008121002

LEMBAR PERSETUJUAN DOSEN PENGUJI TUGAS AKHIR

Tugas Akhir oleh Desak Putu Dewi Sulasih ini
telah dipertahankan di depan dewan penguji
Pada hari, tanggal: Selasa, 14 July 2020

Dewan Penguji,

(Ketua)



(Dr. Dewa Putu Ramendra, S.Pd., M.Pd.)
NIP. 197609022000031001

Pembimbing I

(Anggota)



(Made Suardana, S.Pd.M.Hum)
NIP.197506012001121001

Pembimbing II

(Anggota)



(Made Dharma Susena Suyasa, S.S.,M.Hum)
NIP.197607142008121002

**LEMBAR PERSETUJUAN DAN PENGESAHAN PANITIA UJIAN TUGAS
AKHIR**

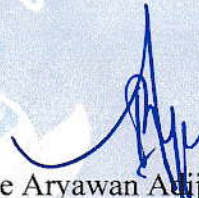
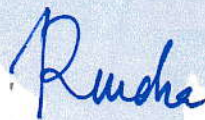
Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni
Universitas Pendidikan Ganesha
Guna memenuhi syarat-syarat mencapai gelar ahli madya
Pada

Hari : Jumat
Tanggal : 24 July 2020

Mengetahui,

Ketua Ujian,

Sekretaris Ujian,



(Dr. Dewa Putu Ramendra, S.Pd., M.Pd.)
NIP. 197609022000031001

(Made Aryawan Adijaya, S.Pd., M.Pd)
NIP. 197712162002121002

Mengesahkan

Dean, Fakultas Bahasa dan Seni,



(Prof. Dr. Made Sutarna, M.Pd.)
NIP. 196004241986031002

PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul “The Procedures and Language Expressions Used by Guest Service Center in Handling Complaint Call at Anantara Seminyak Bali Resort” beserta seluruh isinya adalah benar-benar karya sendiri dan saya tidak melakukan penjiplakan dan pengutipan dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko atau sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini atau klaim terhadap keaslian karya saya ini.

Singaraja, 13 July 2020



Desak Putu Dewi Sulasih

ACKNOWLEDGEMENT

First, I would like to express my sincere gratitude to the God, Ida Sang Hyang Widhi who has blessed me in processing of on the job training report until I could finish it on my expected time.

The writer also would like to personally thank those who sincerely supported her that she could finish her final report. They are:

1. I Made Aryawan Adijaya, S.Pd., M.Hum. as the head of Diploma III English Department. Thank you for your guidance.
2. Made Suardana, S.Pd, M.Hum. and Made Dharma Susena Suyasa, S.S., M.Hum. Thank you for your supervision, correction, and your valuable suggestions.
3. The writer's parents and family. Thank you for the mental support. Thank you also for the financial support.
4. The Guest Service Center of Anantara Seminyak Bali Beach. Thank you for the valuable experience and knowledge.
5. The writer's friends, classmates, and all the people that cannot be mentioned one by one.

Finally, the writer highly appreciates any criticism and suggestion about this final project, because the writer realizes that this final report is still far from perfect. Hopefully, this final report will be expected to be beneficial for anyone who is interested in doing the researches on the same field.

Singaraja, 13 July 2020

Desak Putu Dewi Sulasih

TABLE OF CONTENTS

ACKNOWLEDGEMENT	i
ABSTRACT	ii
TABLE OF CONTENTS	iii
LIST OF TABLES	v
LIST OF APPENDICES	vi
CHAPTER 1: INTRODUCTION	1
1.1 Background of the Study	1
1.2 Statement of the Problem	2
1.3 Purpose of the Study	2
1.4 Significance of the Study	2
CHAPTER 2: REVIEW OF RELATED LITERATURE	4
2.1 Front Office	4
2.2 Telephone Operator or Guest Service Center	5
2.3 Language Expressions	6
2.4 The Effect of Handling Complaints	8
CHAPTER 3: METHOD OF STUDY	13
3.1 Research Design	13
3.2 Subject of the Study	13
3.3 Research Instrument	13
3.4 Data Collection Procedures	13
3.5 Data Analysis	14
CHAPTER 4: FINDINGS AND DISCUSSION	15
4.1 Findings	15
4.2 Discussion	20

CHAPTER 5: CONCLUSION AND SUGGESTIONS	26
5.1 Conclusion	26
5.2 Suggestions	27

REFERENCES

APPENDICES

AUTOBIOGRAPHY

SURAT PERNYATAAN



LIST OF TABLES

Table 4. 1 The Procedures Performed by GSC.....	16
Table 4. 2 The Language Expression Used by the GSC.....	20



LIST OF APPENDICES

Table 1 Questionnaire Guest Service Center	32
Table 2 Questionnaire Guest Service Center	34
Table 3 Questionnaire Guest Service Center	36
Table 4 Questionnaire Guest Service Center	38

