

**PROBLEMS MOSTLY COMPLAINED BY THE
GUESTS AT ASTAGINA RESORT VILLA AND SPA
RESTAURANT AND WAITERS' LANGUAGE
EXPRESSIONS IN RESPONDING TO THE
COMPLAINTS**

TUGAS AKHIR



**PROGRAM STUDI BAHASA INGGRIS DIPLOMA III
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TUGAS AKHIR

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

Menyetujui

Pembimbing I,



Rima Andriani Sari, S.Pd., M.Hum.
NIP. 197605292005012003

Pembimbing II,



Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd
NIP. 198303142008122002

Tugas akhir oleh Gede Yudi Trisna Adi ini
telah dipertahankan di depan dewan penguji
pada tanggal 15 Juli 2020

Dewan Penguji,

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

(Ketua)

Rima Andriani Sari, S.Pd., M.Hum.
NIP. 197605292005012003

(Anggota)

Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.
NIP. 198303142008122002

(Anggota)

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

Pada:

Hari : Jumat
Tanggal : 24 Juli 2020

Mengetahui,

Ketua Ujian,


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

Sekretaris Ujian,


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

Mengesahkan

Dekan Fakultas Bahasa dan Seni

Universitas Pendidikan Ganesha




Prof. Dr. I Made Sutama, M.Pd.
NIP. 196004241986031002

PERNYATAAN

Dengan ini menyatakan bahwa karya tulis yang berjudul "*Problems Mostly Complained by the Guests at Astagina Resort Villa And Spa Restaurant And Waiters Language Expressions in Responding To The Complaints*" 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 atau etika keilmuan dalam karya saya ini atau klaim terhadap keaslian karya saya ini.

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Gede Yudi Trisna Adi

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The Writer

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