

# APPENDIX



## Appendix 1 Guest's Review on Tripadvisor

Hotel's Name	Review
<p><b>A. The Saint Regis Bali Resort</b></p>	<ol style="list-style-type: none"> <li data-bbox="730 392 1417 705">1. "I am shocked! The front desk team is unprofessional... Orchid suit is enormously bad. In our suit smell from sewage was so bad, that I woke up in night because of its smell. I'm so disappointed. This is definitely not number 1 hotel in Bali!!!!" (-)</li> <li data-bbox="730 719 1417 1256">2. "We stayed in few hotels in Bali and travelled around. There was a big problem for us to find the best beach where is not so much people and everything is tidy. We booked this hotel, because of the private beach access. We enjoyed our stay starting from the quick and professional butler's service and to the pool and beach staff. Hotel has huge territory for walking around. Service in all departments and private beach - is the best part of our stay" (+)</li> </ol>
<p><b>B. Anantara Seminyak Bali Resort</b></p>	<ol style="list-style-type: none"> <li data-bbox="730 1370 1417 1953">1. "Made the reservation for dinner at Sunset on Seminyak through Chope as thereb as discount for dinner buffet. I was planning for my friend's birthday celebration so made the reservation in advance about a month ago. I wanted to change the timing as well as noticed them my friend's birthday information so decided to contact through email. Then my nightmare startedm First, F&amp;B cordinator told me that discount is not available as only limited to 20seats only. They only told me that the day we supposed to</li> </ol>

	<p>have dinner. They should have contact information as I booked through chope yet didn't notify me till today. Anyway, after some negotiation, she gave is discount as manager approved. But when we arrived at restaurant, they started to explain me that discount is not available... I was so pissed already so asked manager to talk to us. Then one of the guy came to table to explain again about condition for chope even I showed him the email that I got earlier. In the end, they offered us discount. But my nightmare hasn't finished. F&amp;B cordinator told me that could offer a slice of cake for my friend's birthday occasion however actually it was chaeble at IDR250K for cake. It's not even a while cake. I was too tired to argue with them already. Absolutely nightmare....” (-)</p> <p>2. “Beautiful hotel in an amazing location right on the beach. Easy walk into town and surrounded by restaurants and shops. The staff were so nice and accommodating, always greeting us in the halls and making sure we had everything needed. We travelled right before the pandemic was announced and had to spend an additional night in Seminyak to be close to the airport. The front desk was able to get us a great rate due to circumstances. Our room was also spectacular!” (+)</p>
<p><b>C. W Seminyak</b> <b>Bali</b></p>	<p>1. “In the middle of a Coronavirus epidemic, this morning I saw employees coughing on the</p>

	<p>buffet tables, and in their hands before touching glasses and cutlery - without sanitizing anything. And at lunch I saw the same. I asked and they said they are not doing anything different, in line with the guidelines they have received. Beyond taking employee temperature. My advice: STAY AWAY while the virus is spreading. This hotel is not doing its job to contain the virus and is putting it's guests at risk.”(-)</p> <p>2. “This review is long overdue! We had an amazing time staying at W Bali during our honeymoon! Our trip would not have been the same if it wasn’t for Ayu! She is the sweetest woman you will ever meet. She helped us out so much during our stay and made sure everything was perfect. Whatever we needed she was there to accommodate. She recommended the best restaurants and things to do. She even gave us her personal number in case we had any issues within Bali or getting around. Ayu is a gem, and this hotel would not be the same without her. We promised her we would come back to celebrate our babymoon lol and we will only come if she is there. Love love love her and our stay at W Bali.” (+)</p>
<p><b>D. Sofitel Bali Nusa Dua Beach Resort</b></p>	<p>1. “Sofitel hotel were our last stop after a 12 day magnificent holiday in Bali.Unfortunately this hotel was a bit of a dissapointment before our final departure. On arrival the check in</p>

	<p>process was very slow and we needed to go check whether our room was ready after waiting 40 minutes in the lobby bar where over priced drinks were served. We only got to our pool villa after 16:00 and were suppose to be checked in at 15:00 which is already a very late check in. Room service very slow and incorrect, we requested 3 fresh shower/swim towels and we got one face towel. The morning breakfast's were excellent apart from the wet and dirty dish up cereal bowls. We were offered a voucher for the inconvenience for the late check in, which consisted of buy one get one free drink (150k for a regular cocktail) voucher at the beach bar which do not even offer or have a happy hour like the rest of the hotels...This was a no go for us and could have had a better experience before ending our holiday.” (-)</p> <p>2. “Asri as a duty manager who incharge for our check in was very nice and friendly. She was very helpful and explain the whole resort area. All the staff hospitality was very perfect...The 2 bedroom villa was very perfect and near to the beach...Its really feels like home” (+)</p>
<p><b>E. Dicovery Kartika Plaza Hotel</b></p>	<p>1. “We decided to give Kartika one last chance as we’ve been returning guests for 23 years the hotel staff were lovely but the hotel itself is in need of repairs &amp; updates the bathrooms are old &amp; leaking the hairdryers have been there for years &amp; don’t work the mattress was filthy 😞the towels were old &amp; the food in the restaurant was below average , the only decent thing on the</p>



	<p>menu ( the club sandwich ) has been removed That's it we're done (-)"</p> <p>2. "Amazing hotel. Staff awesome and accommodating, even the head chef came out to apologise to our son for having no vegemite! Breakfast buffet amazing and even has a piano player. Room spacious, comfy bed large bathroom and great house keeping. Gardens great to wander around , pool warm which was a bit disappointing and constant towels left on pool lounges when there is no one in the pool but you get that at all hotels, Don Pedro cocktails from the pool bar delicious and couldn't get enough of them at cocktail hour! High tea by the sea was really good. Restaurants great and day spa treatments were really good. Next door t the shopping mall which is handy This hotel raised the bar for our hotel stays" (+)</p>
<p><b>F. Intercontinental</b></p>	<p>1. This hotel is exceptional but very expensive when it comes to service costs eg food/drink - same prices as in Europe or US. I wouldn't mind if the staff were also paid similar but I very much doubt this is the case. I think a little bit of proportionality required!(-)</p> <p>2. We stayed at the InterCon Hotel, Jimbalan, Bali where staff recommended the local sunset dinner on the Beach. A 5-min drive took us to the Jimbalan Beach to find various seafood restaurants, with dining tables along the seaside.</p>

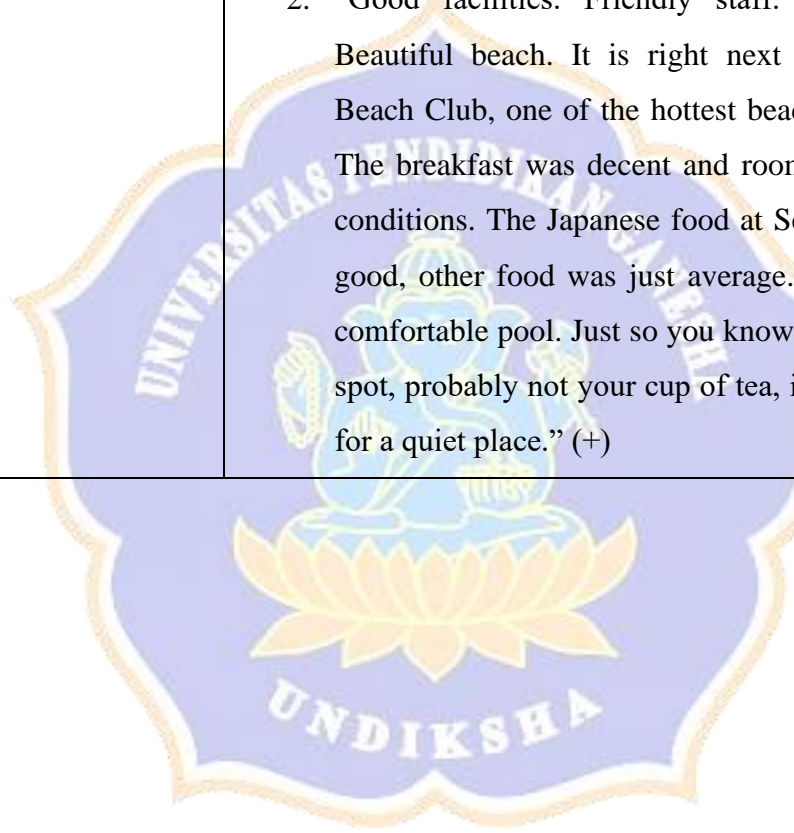
	<p>Randomly we went in a restaurant, selected seafood (lobsters, fish 'n mussels) to be grilled. It was 6 pm when dusk drew close for us to see colourful clouds at sunset. A heavenly environment, with diners praising the amazing nature joined by the rising moon. Luckily we did not experience scam at dinner. To our surprise the entire evening at the Jimbalan Beach was free from unpleasant encounters. The expenses, food/beverage satisfaction, view, chit-chats 'n weather were all satisfying. Sweet and memorable(+)</p>
<p><b>G. The Trans Resort Bali</b></p>	<p>1. There were quite big trouble on the SPA service, Villa bachelor, In-room dining service. If you are not picky person, this resort maybe okay. But for my case, it was my honeymoon trip, so I actually really disappointed all service. They are not punctual so me and my husband missed many things to sightseeing(-)</p> <p>2. Absolutley loved this place. Came as part of our honeymoon and did not want to leave. The staff couldnt do enough for us to the point they felt like real friends. Place immaculate and the food was outstanding. Would love to get in again.(+)</p>
<p><b>H. The Royal Beach Seminyak</b></p>	<p>1. Me and my wife Mazal had a wonderful dinner at the west side restaurant inside the Royal Beach hotelThe service and food was brilliant in our 12th anniversary . I Recommend this restaurant as i usually enjoy Isrotel resorts and</p>

	<p>activities Gabby and Mazal (-)</p> <p>2. “i had some bad experience when I stayed in there. first, they told us that we can order ice cream from room by calling room service WITHOUT tell us that it's not include in our room charge. so,I when I order ice cream from my room, they bring my ice cream with a bill. when I tell that "I thought this include with room charge" they tell us that we can pay it by using our voucher breakfast, and then I say ok. but after then, my phone room ringing and it was from kitchen. they tell us that the ice cream cannot pay by using voucher breakfast. so i think their management are so bas, there's miscommunication that has impact to customer. second, i don't know that my room isn't include with breakfast. so when i go to breakfast, they don't even told or warn us that my room isn't include breakfast. they bring the bill after we want to go out from the restaurant. third, I already checkout from hotel, I went to the car with my friends. when we want to get in the car, security from 20meters away shout on us for asking to know if we already complete the payment or not. i think it's not polite, and it's not their opportunity for asking like that. this is the very first time I stay in this hotel, and I'm not going to recommend you guys. even * hotel still have a better service I guess. I regret spend my vacation in here, even just 1 night.” (+)</p>
--	---



<p><b>I. Court Yard By Marriott Bali Seminyak Resort</b></p>	<ol style="list-style-type: none"> <li>1. “Be very aware that you could wake up to the horrific smell of leaking Freon gas from the refridgerator at the end of your bed, if you are lucky enough to wake up. If you are asleep you will not be aware that you will be breathing in this poisoness gas. You will get horrific headaches sore chest and throat. When i rang them to complain about the dreadful smell which we thought was coming from the drain in the bathroom. The men that came to the room had covered their faces and went straight to the fridge.Which told us by their actions that they KNEW excatly what was causing the smell and they werent prepared to breathe it in !!!! This happened on our very first night !!! not a good start to our holiday. The total lack of compassion is appalling a i am sorry for the inconviencance is not good enough. There should be a safety device to protect guests, if my sister had not woken me i may not have lived to write a review. it took us until the last night of our stay to find out what this poisoness gas was we were offered an apology and a free meal off a very limited menu that was not very nice. I would not reccomend or ever stay with them again , please beware people its supposed to be a holiday not a nightmare !!!!We thought we would be staying somewhere safe but No it was awful !!!!”(-)</li> <li>2. “An absolute awesome place to stay. Has everything you need. Here the staff make you feel extremely welcome. I won't stay anywhere else in Bali. No need this brilliant resort is perfect. I cannot wait to return.”(+)</li> </ol>
--	--

<p><b>J. Alila</b> <b>Seminyak</b></p>	<ol style="list-style-type: none"> <li>1. “Just had advice from the Alila Hyatt that despite being closed and unable to honour my reservation, they are not willing to refund my booking until 60 days after they re-open, whenever that may be. This is hardly the corporate responsibility we expected from Hyatt. It’s not how we behave in good times, but what we do in bad times !” (-)</li>   <li>2. “Good facilities. Friendly staff. Good location. Beautiful beach. It is right next to Potato Head Beach Club, one of the hottest beach clubs in Bali. The breakfast was decent and rooms were in good conditions. The Japanese food at Sea Salt was very good, other food was just average. Very clean and comfortable pool. Just so you know this is a touristy spot, probably not your cup of tea, if you’re looking for a quiet place.” (+)</li> </ol>
--	---



## PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*Attitude Resources Used by Guest in Tripadvisor Forum*" beserta seluruh isinya adalah benar-benar karya sendiri, dan saya tidak melakukan penjiplakan dan mengutip dengan cara – cara tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan, atas pernyataan ini, saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini,, atau ada klaim terhadap keaslian karya saya.

Singaraja, 24 Juli 2020

Yang membuat pernyataan



Putu Delima