## **APPENDIX**

No	Classification	Problems	Solving Problems				
		Troording	Step 1	Step 2	Step 3	Result	
1	Problem in	The staff	Staff will	Staff will	The	From the	
	aspect of	giving	Apologize	offer the	supervisor	questionnair	
	ordering or	the	to solve the	other menu	will give the	e that the	
	the item	wrong	problem	and give a	food or	writer sends	
		order to	with the	discount to	beverage that	to the hotel,	
		the guest	guest, and	the guest	chosen by the	for the	
			check the		guest without	problems	
			waiter who		payment or	number one	
		CAPE	take the	AN	free.	the best way	
		. 42	order and	1		to solve it is	
		×	check the		3 77	step 3, the	
			correct	(F)		supervisor	
			order from	N.		will give	
			the guest.			free item to	
				<b>R</b>		the guest.	
2	Problem in	The order	Staff will	Staff will	Leader will	From the	
	aspect of	is not	listen what	directly	come to the	questionnair	
	ordering or	according	the guest	apologize	table and	e that the	
	the item	to guest	complainin	and change	bring their	writer sends	
	,	expectati	g about	the menu,	food also	to the hotel,	
		ons		also report	make sure	for the	
				to the	their food is	problems	
				Person in	like what their	number two	
				Charge	expectations.	there are	
						two most	
						effective	
						way to solve	
						it, which are	

						step 2 and
						step 2 the
						staff will do
						apologize
						and change
						the menu
						and the
						leader will
			A.			come to the
						table and
		A STATE OF THE PARTY OF THE PAR				bring the
	-		STABLE.			food that
		- A & S	FEATURE	KAN		suitable
		6	A	C		with the
		3				expectation
	1) \$		1521	d ?		of the guest.
3	Problem in	The guest	Staff will	Staff will	Leader will	From the
	aspect of	ordering	please the	explain	standby and	questionnair
	operational	at closing	guest come	about the	make sure	e that the
	hour at	time	to the	restaurant	guest feel	writer send
	restaurant		restaurant,	menu and	comfortable	to the hotel,
		7	and sitting	restaurant	while they	for the
		1	the guest	operating	having meals	problems
			and bring	Hour. And		number
			the menu	Staff will		three the
				keep		step 2 is the
				continuing		best way to
				taking the		solve it, the
				order		staff will
						continue to
						taking the
						order and
	<u> </u>					

4 Problem in aspect of does not ask for the operational leave last order know standby, also e that	ur of rant
4 Problem in aspect of does not ask for the let them charge and questi	ur of rant
4 Problem in aspect of does not ask for the let them charge and questi	rant
4 Problem in aspect of does not ask for the let them charge and questi	
4 Problem in The guest Staff will Staff will Leader will in From aspect of does not ask for the let them charge and questi	
aspect of does not ask for the let them charge and questi	
operational leave last order know standby, also e that	
	the
hour at after the about close give them writer	sends
restaurant restaurant timing. estimate time to the	hotel,
is closed to finish, for the	•
However if proble	ems
the guest still number	er four
insist to stay the be	st way
we will let to solve	e it is
them know step 3	, the
that our leader	will
restaurant in cha	rge
already close and st	andby
and we will and al	so
prepare for give the	ne
going home guest	some
meanwhile we estima	ite
tell them there time to	O
are security finish.	ı
will looking however	er the
after them. guest	still
After all want t	o stay,
finish don't the lea	ıder
forget as well   will re	port
we need to to night	nt
report to manage	ger if

					Night	there are
					Manager if	still have
					we still have a	some guest
					guest in the	in the
					restaurant.	restaurant.
5	Problem in	The guest	Staff will	Staff will	Leader will	From the
	aspect of	feels	directly	directly	suggest staff	questionnair
	ordering or	upset	apologize	inform	to bring side	e that the
	the item	because	to the guest	Leader	food while	writer sends
		the order	and		they are	to the hotel,
		is late	directly		waiting	for the
	.55		checking to		they're delay	problems
		SATE.	the kitchen	MAN.	food. Leader	number five
		29		G.	Directly to the	the best way
		8			kitchen and	to solve it is
	1 8		1221	(d) T	bring th <mark>e</mark> food	step 3, the
		147	allo S		to the g <mark>u</mark> est	leader will
					table with	suggest the
		KG	يالك		direct	staff to
			((((((((((((((((((((((((((((((((((((	$\gamma \gamma \gamma$	apol <mark>o</mark> gize.	bring side
					Also we can	food while
		77.			void the item	the guest is
		1	DIKS	11.	from the bill	waiting the
	)			and the same of th	and give to	order, and
					them as	the leader
					complimentar	directly
					y.	goes to the
						kitchen and
						brings the
						food to the
						guest and
						apologizes

					and the leader can void the item from the system and give to the guest as the compliment ary.
Problem in aspect of equipment.	Equipme nt dirty with fingerpri nt and smell.	The staff will apologize to the guest and change the equipment.	The staff will Apologize and change the equipment also take the food and change to the other food according to the guest wishes	The leader will go to the guest and do apologize and offering some food or drink as the complimentar y.	From the questionnair e that the writer sends to the hotel, for the problems number six the best way to solve it are the step number 2 and 3. The staff will apologize and change the equipment and also take the food and change the

						food
						according to
						the guest's
						wishes or
						The leader
						will go to
						the guest
						and
						apologize
						and offer
		A CONTRACTOR OF THE PARTY OF TH				some food
			- NATA			or drink as
		- ak8	SEVAL	KAN T		the
		3	A	C.		compliment
		<b>3</b>	1			ary.
7	Problem in	The guest	The staff	The staff	The leader	From the
	aspect of	using the	will do	will inform	will inform to	questionnair
	operational	pool	apologize	to the guest	the security	e that the
	hours at pool	before	and inform	that the	and security	writer sends
		the pool	to the guest	effect of	will come to	to the hotel,
		ready to	about time	the	the guest in	for the
		use.	of using	medicine	pool area.	problems
		1	pool	will irritate	<b>*</b>	number
				the guest.		seven the
						best way to
						solve it is
						step number
						2 that is the
						staff will
						inform to
						the guest
						that the

						effect of the
						medicine
						will irritate
						the guest.
8	Problem in	The guest	The staff	The staff	The leader	From the
	aspect of	cannot	will use	will use the	will call the	questionnair
	communicatio	speak	body	application	other person	e that the
	n	English.	language to	of	who can be	writer sends
			the guest	translation	the translator	to the hotel,
			between	between	for the guest	for the
			the	the		problems
			conversatio	conversatio		number
		84D	n	ns.		eight the
		43		3		best way to
		8				solve it are
	N A	· A	12 21	(f)	3 //	step 2 and 3.
		W				That are the
					7 8	staff will
		N.C		5		use the
	7/4	- COO	(YYYY)	$\gamma\gamma\gamma$		application
						of
						translation
		1	DIKS	E - /	September 1	between the
	1					conversation
	,					s or the
						leader will
						call the
						other person
						who can be
						the
						translator
						u ansiatui

						for the
						guest.
9	Problem in	Staff	The staff	The staff	The leader	From the
	aspect of staff	changing	will call	will come	will come to	questionnair
	or employee	schedule	via	to the hotel	the hotel and	e that the
		suddenly	telephone	and replace	replace the	writer sends
		and	and	the other	staff who is	to the hotel,
		messing	confirm to	staff who is	no present,	for the
		the team.	the staff	no present	and reconfirm	problems
			who is no	at that	what make	number nine
			present at	time.	the staff	the best way
			that time.		change the	to solve it is
		8400	KEN DIE	MAN	schedule	the step 3
		200		G.	suddenly.	that is the
		8				leader will
	N E		11 21	90)	3 //	come to the
		- 51	all to the same			hotel and
					7 8	replace the
		NE	والمركزة المركزة	21		staff who is
		(1)	((((((((((((((((((((((((((((((((((((	$\gamma j j$		absent, and
						reconfirm
						what makes
		1	DIKS		<b>F</b>	the staff
						changes the
						schedule
						suddenly.