



APPENDIX

Appendix 1. Research Letter



KEMENTERIAN RISET, TEKNOLOGI, DAN PENDIDIKAN TINGGI
UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS BAHASA DAN SENI

Jalan A.Yani No. 67 Singaraja Bali Kode Pos 81116
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Nomor : 1573/UN48.7.1/DT/2019

7 Mei 2019

Perihal : **Permohonan Izin Penelitian**

Yth. The SAMAYA Ubud Luxury Villa Resort and Spa
di Gianyar

Dalam rangka pengumpulan data untuk menyelesaikan Skripsi/Tugas Akhir, dengan hormat kami mohon agar Bapak/Ibu mengizinkan mahasiswa di bawah ini:

Nama : Ayu Putu Diah Candrarasmi
NIM : 1512021131
Program Studi : Pendidikan Bahasa Inggris
Jenjang : S1
Tahun Akademik : 2018/2019
Judul : Communication Strategies Used by Vocational School Students in Following Training Process at Hotel

untuk mencari data yang diperlukan pada institusi yang Bapak/Ibu pimpin. Atas perhatian dan bantuan Bapak/Ibu, kami ucapkan terima kasih.



à.n. Dekan,
Wakil Dekan I,

Prof. Dr.I Nyoman Adi Jaya Putra, M.A.
NIP. 196203191987031001

Tembusan:

1. Dekan FBS Undiksha Singaraja
2. Kaprodi. Pendidikan Bahasa Inggris
3. Sub Bagian Pendidikan FBS

Appendix 2. Research Approval Letter

THE **SAMAYA**
BALI

luxurious private villas & spa

SURAT KETERANGAN

No: 608/HRD/VIII/2019

Yang bertanda tangan di bawah ini:

Nama : Dewa Gede S Wiryanata

Jabatan : HRD Manager

Dengan ini menyatakan bahwa:

AYU PUTU DIAH CANDRARASMI

Memang benar mengadakan penelitian **Communication Strategies Used by Vocational School Students in Following Training Process at The Samaya Ubud Luxury Villa Resort**

Demikianlah surat keterangan ini dibuat untuk dapat dipergunakan sebagaimana di perlukan.

Ubud, 19 Agustus 2019


ESAMAYA
UBUD - BALI

Dewa Gede S Wiryanata

HRD Manager



Appendix 3. Biodata of Vocational School Student in Following Training Process at
Samaya hotel Ubud

Biodata vocational school student in following training process at Samaya hotel Ubud

Name : Ketut Putri Sila Maharani
School : SMK Negeri 2 Sukawati
Class : XI TB 2
Ages : 16 years old
Address : Br. Tegaltamu, Batubulan, Sukawati, Gianyar

Name : Luh Putri Juliantari
School : SMK Negeri 2 Sukawati
Class : XI TB 1
Ages : 17 years old
Address : Br. Negari, Singapadu Tengah, Sukawati, Gianyar



Appendix 4. Interview Guide for The Vocational School Student in Following
Training Process at Samaya hotel Ubud

1. How do you begin the communication?
2. Why do you apply communication strategies in communicating?
3. What are your difficulties in communicate with the hotel guest?



Appendix 5. Transcribe of Communication between Training Students and Hotel

Guest

Transcript of Communication Strategies in vocational school students who following training process in Samaya Hotel Ubud

Waiter : Good afternoon Sir, welcome to The Samaya Restaurant.

Guest : Good afternoon.

Waiter : How may I help you, Sir?

Guest : I want to have my lunch. Can I have a table for two please?

Waiter : Yes Sir. Please come this way.

Guest : Alright, thank you.

Waiter : Please be seated Sir. Here is the menu. I will return in a moment to
take your order.

Guest : Thank you.

*After 15 minutes.

Waiter : Are you ready to order Sir?

Guest : what is Be Sampi Base Bali?.

Waiter : That is our special menu here sir, it is a braised beef with ummmm...
`bumbu bali`. In Indonesian food we also have Ikan Bakar Sambal
Matah with vegetable "urab", and Gado-Gado. What would you like to
order sir?

Guest : I would like to have onion rings and chicken tender for the appetizer.
Also, I would like to have be sampi base bali and gado-gado

Waiter : Yes, Sir. And what would you like for the drink?

Guest : Hmm. I would like to have a glass of orange juice and large bintang
please.

Waiter : I will repeat your order sir, for the appetizer one onion rings and chicken tender. For the main course 1 be sampi base bali and 1 gado-gado, for the drink are a glass of orange juice and large bintang.

Guest : Yes...

Waiter : I will serve the appetizer first and after a few minutes I will serve the main courses sir.

Guest : Ok

*After 10 minutes.

Waiter : excuse me sir. Here are your drinks sir, one orange juice and beer.

*after 5 minutes.

Waiter : Here are the appetizer Sir. One onion ring and chicken tender. Enjoy while you waiting your main dish.

Guest : Sure, thank you.

*after 15 minutes

Waiter : Excuse me sir, here is your dish sir. One be sampi base Bali for you sir and also one gado-gado for you madame. Please enjoy your food sir.

*After the guest has finished to eat.

Guest : Excuse me, waiter.

Waiter : Yes Sir.

Guest : May I have the bill?

Waiter : For sure sir, wait for a while I will take the bill sir.

*5 minutes latter

Waiter : Here is your check Sir.

Guest : Okay, thank you.

Waiter : You are welcome Sir and thank you for visiting our restaurant.



Transcript of Communication Strategies in vocational school students who following training process in Samaya Hotel Ubud

Waiter : Good morning Sir, welcome to The Samaya Restaurant.

Guest : Good morning.

Waiter : How may I help you, Sir?

Guest : I wanna have breakfast. Can I have a table for two please?

Waiter : Yes Sir. Please come this way.

Guest : Alright, thank you.

Waiter : Please be seated Sir. Here is the menu. I will return in a moment to
take your order.

Guest : Ok.

*After 15 minutes.

Waiter : Are you ready to order madame?

Guest 1 : Yes, the cotford full house please

Waiter : How about you sir?

Guest 2 : I order, scrambled eggs on toast please

Waiter : What would you like for the drink sir, madame?

Guest 1 : Hmm. We would like to have hot chocolate and fresh milk.

Waiter : Sorry madame for the cotford full house do you want to add with
mushroom or black pudding?

Guest 1 : with mushroom please...

Waiter : ok madame, I will repeat the order, one cortford full house with
mushroom, one scramble eggs. Also, one got chocolate and fresh milk.

Guest 1 : yes...

Waiter : Please wait a few minutes I will serve your order madame.

Guest 1 : for sure

*After 10 minutes.

Waiter : Excuse me sir. Here are your drinks sir, hot chocolate and fresh milk.

Guest 2 : Thank you

*after 5 minutes.

Waiter : Here is your breakfast sir madame. cortford full house with
mushroom, one scramble eggs.

Guest 1 : Sure, thank you.

*After the guest has finished to eat.

Guest 2 : Excuse me, waiter.

Waiter : Yes Sir.

Guest 2 : May I have the bill?

Waiter : for sure sir, wait for a while I will take the bill sir.

*5 minutes latter

Waiter : That is your bill Sir.

Guest 2 : Ok, thank you.

Waiter : You are welcome Sir and thank you for visiting our restaurant.



Appendix 6. An Interview with Vocational School Students in Following Training
Process at Samaya hotel Ubud

**Interview 1. with vocational school student in following training process at
Samaya hotel Ubud**

Researcher : biasanya gimana cara kamu memulai berkomunikasi dengan tamu
hotel?

Student : langsung aja sih mbok, aku service tamunya nanyak mau makan
untuk berapa orang...

Researcher : kal misalnya mau ngobrol sama tamu itu gimana?

Student : aku gak pernah berani ngobrol banyak sama tamu mbok, takut salah
kal ngomong sama tamu

Researcher : kalau basa-basi sama tamu itu gimana?

Student : gak pernah basa basi juga sama tamu selama aku training disini...

Researcher : lalu, bagaimana cara kamu melayani tamunya?

Student : aku pakai language expression yang di ajarin di sekolah aja kak,
soalnya yang dipelajari sama yang di lapangan gak beda jauh mbok,
jadi gak terlalu sulit kalau terima order mbok

Researcher : dari sekian banyak tamu yang kamu layanin ada gak, yang sulit kamu
ajak komunikasi atau bermasalah dalam berkomunikasi?

Student : ada mbok, misalkan ada tamu 2 orang yang satu bias Bahasa inggris
tp yang lagi satunya nggak, trus kadang karena cara ngomongnya
Bahasa inggrisnya susah di ngertiin jadi kadang ada misscom gitu
sama tamunya

Researcher : bagaimana cara kamu jelasin dan biar gak misscom terus?

Student : biasanya aku minta dia nunjuk apa yang mau di order trus penjelasan
menunya aku pakai yang ada di menu

Researcher : berarti kalau tamunya gitu, tamunya gak banyak nanyak ya?

Student : iya mbok, biasanya dia langsung order menu yang dia tau

Researcher : kalau selama training dan layanin tamu pernah gak pake strategi

komunikasi? Kayak misalnya pakai gerak tubuh(gesture)?

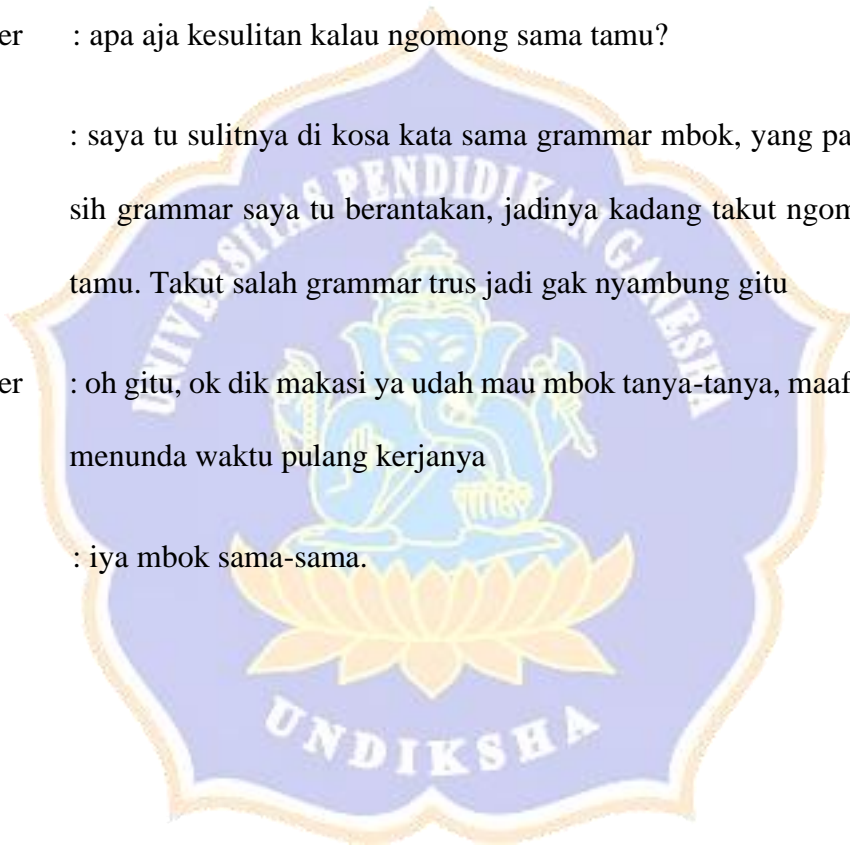
Student : iya mbok, saya makek strategi komunikasi itu biar gampang dimengerti dan lebih nyampe pesan apa yang ingin saya sampaikan.

Researcher : apa aja kesulitan kalau ngomong sama tamu?

Student : saya tu sulitnya di kosa kata sama grammar mbok, yang paling parah sih grammar saya tu berantakan, jadinya kadang takut ngomong sama tamu. Takut salah grammar trus jadi gak nyambung gitu

Researcher : oh gitu, ok dik makasi ya udah mau mbok tanya-tanya, maaf juga udah menunda waktu pulang kerjanya

Student : iya mbok sama-sama.



Interview 2. with vocational school student in following training process at Samaya hotel Ubud

Researcher : bagaimana cara kamu memulai berkomunikasi dengan tamu hotel?

Student : cara saya memulai berkomunikasi dengan memberi sapaan kepada tamu ketika tamu sampai di lobi restoran...

Researcher : pernah gak ngobrol sama tamunya?

Student : saya sih kalau ngobrol sama tamu paling banyak kabar aja mbok, gak berani terlalu banyak ngomong sama tamu

Researcher : gimana cara kamu ngelayanin tamu atau menjelaskan tentang menu yang ada di restoran kalau tamunya banyak?

Student : saya biasanya pelajarin dulu menunya tapi kalau lupa kadang-kadang saya jelasin pakai Bahasa yang saya pahami, tapi gak tau sih tamunya ngerti atau gak mbok...

Researcher : kalau gitu berarti kamu pakai strategy komunikasi ya kalau sulit ngomongin Bahasa inggrisnya?

Student : strategy komunikasi tu kayak gimana ya mbok?

Researcher : ya kayak kamu pakai kosa kata yang mirip sama yang mau kamu omongin atau bisa pakai gerak tubuh atau ekspresi gitu.

Student : kalau itu sih aku kadang-kadang suka pakai mbok. Cuma aku suka blank kalau udah bingung sama kosa katanya.

Researcher : bingung gimana?

Student : saya juga kadang suka bingung sama kosa kata Bahasa Inggrisnya, makanya saya pake strategi komunikasi, biar tamunya gak bingung, walaupun grammar saya gak bagus. Setidaknya tamunya ngerti mbok dan tidak salah paham.

Researcher : kalau nerima order tamu gimana caranya?

Student : sebelum kita mulai training dan ketemu tamu, senior ngajarin apa yang harus kita lakukan dan juga di kasih tau caranya nanyak ke tamu pakai Bahasa Inggris

Researcher : pernah bingung gak kal ngomong sama tamu atau tamunya yang bingung ngobrol sama kamu?

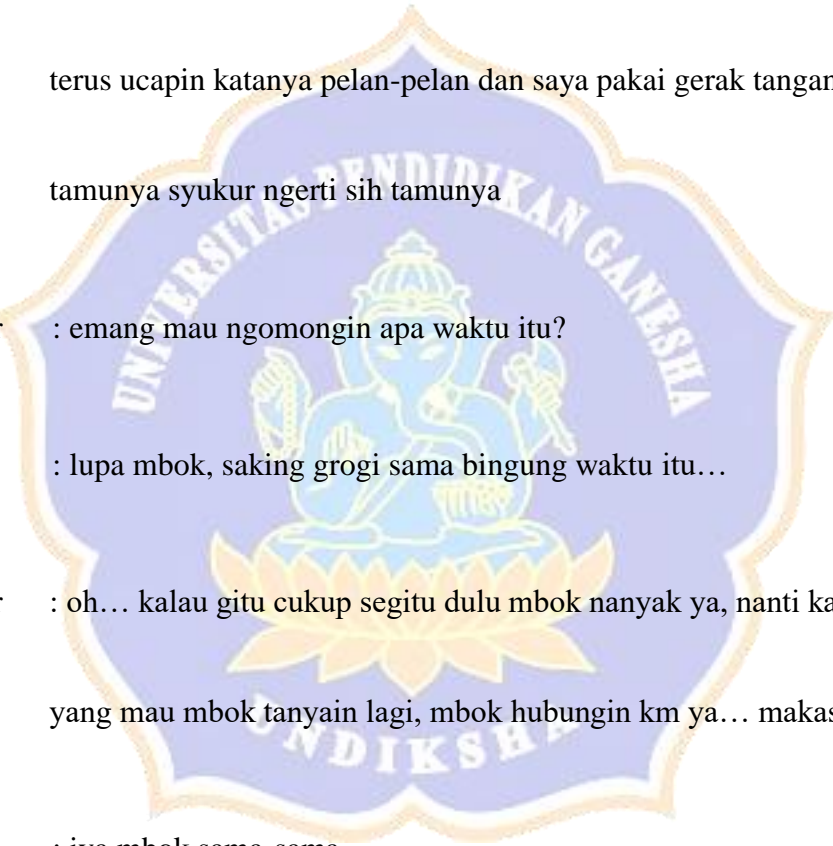
Student : pernah sekali mbok, tamunya bingung sama apa yang saya bilang soalnya cara ngomong saya salah, Cuma ya cara saya waktu itu saya terus ucapin katanya pelan-pelan dan saya pakai gerak tangan gitu ke tamunya syukur ngerti sih tamunya

Researcher : emang mau ngomongin apa waktu itu?

Student : lupa mbok, saking grogi sama bingung waktu itu...

Researcher : oh... kalau gitu cukup segitu dulu mbok banyak ya, nanti kalau ada yang mau mbok tanyain lagi, mbok hubungi km ya... makasi gek

Student : iya mbok sama-sama



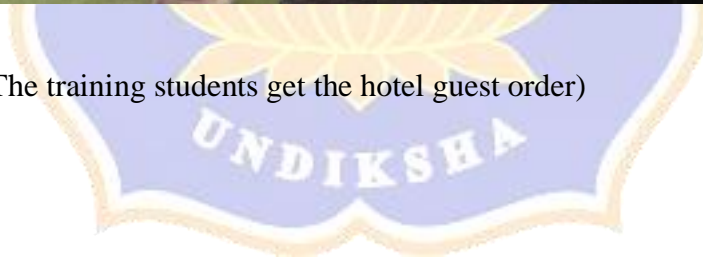
Appendix 7. Communication Strategies used by Vocational School Students in
Following training Process at Samaya hotel Ubud



(The training students excuse the hotel guest)



(The training students get the hotel guest order)



Appendix 8. Research Documentation





