

## APPENDIX 1

## Permission Letter



KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN  
**UNIVERSITAS PENDIDIKAN GANESHA**  
**FAKULTAS BAHASA DAN SENI**

Jalan A.Yani No. 67 Singaraja Bali Kode Pos 81116  
 Telepon (0362) 21541 Fax. (0362) 27561  
 Laman: fbs.undiksha.ac.id

Nomor : 1802/UN48.7.1/DT/2020

10 Agustus 2020

Perihal : **Permohonan Izin Penelitian**

Yth. HRD InterContinental Bali and Resort  
 di Jl. Uluwatu 45, Jimbaran, Bali, Kabupaten Bad

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

Nama	: I Gede Surya Dhanna Nugraha
NIM	: 1512021233
Jurusan	: Bahasa Asing
Program Studi	: Pendidikan Bahasa Inggris
Jenjang	: S1
Tahun Akademik	: 2020/2021
Judul	: An Analysis of Communication Strategy Applied by Front Office in InterContinental Bali & Resort

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

a.n. Dekan,  
 Wakil Dekan I,

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

Tembusan:

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

## APPENDIX 2

## Provability Letter

**SURAT KETERANGAN**

Yang bertandatangan di bawah ini, Learning & Development Manager InterContinental Bali Resort menerangkan dengan sebenarnya bahwa:

Nama : I Gede Surya Dharma Nugraha  
NIM : 1512021233  
Jurusan : Bahasa Asing  
Program Study : Pendidikan Bahasa Inggris

adalah memang benar telah melakukan penelitian di perusahaan kami dalam rangka penyusunan skripsi sebagai salah satu persyaratan untuk menyelesaikan Pendidikan di Universitas Pendidikan Ganesha, Singaraja pada tanggal 23 September 2020 sampai selesai.

Demikian surat keterangan ini kami buat untuk dapat digunakan sebagaimana mestinya.

Jimbaran, 29 September 2020

A blue ink signature is written over the InterContinental Bali Resort logo, which consists of a blue circular emblem with a white 'I' and the text 'INTERCONTINENTAL. BALI RESORT' below it.

**I Komang Wirawan**

Learning &amp; Development Manager

Verifikasi keabsahan surat keterangan ini, bisa dilakukan melalui e-mail berikut:

[Komang.wirawan@ihg.com](mailto:Komang.wirawan@ihg.com)

Jalan Uluwatu 45, Jimbaran 80361, Bali, Indonesia

Tel: +62 361 701 888 Fax: +62 361 701 777 bali@interconti.com www.bali.intercontinental.com



### APPENDIX 3

#### Transcription of Conversation

##### First Observation 25 Friday

2020

Staff 1: Good morning, welcome to Intercontinental Bali Resort. May I help you?

Guest: Check in

Staff 1: May I know the number of your reservation? Guest: Yes

Staff 1: How are you today sir? How about your flight? Guest: Good

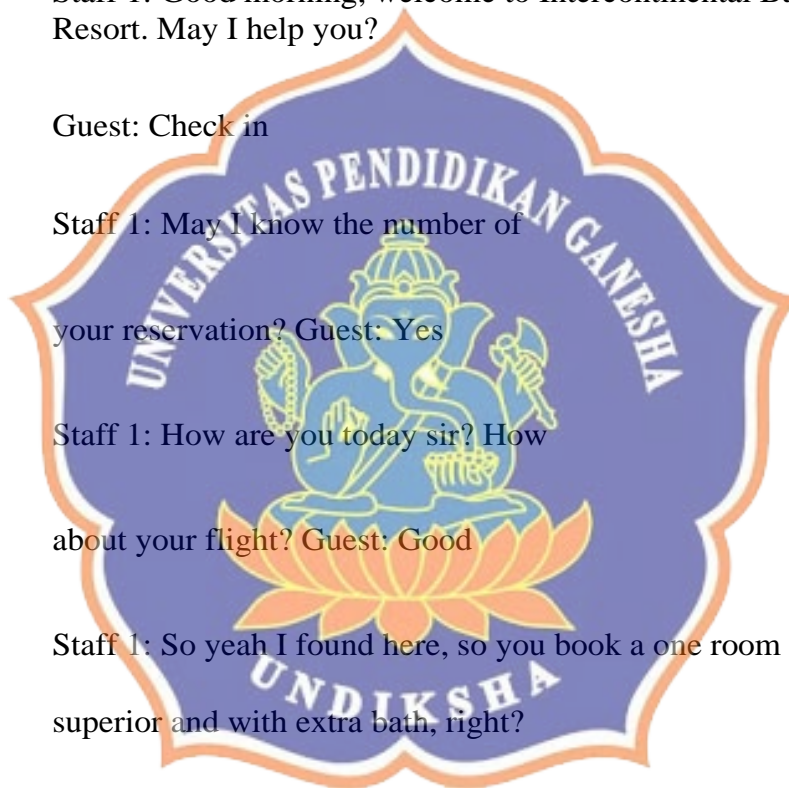
Staff 1: So yeah I found here, so you book a one room superior and with extra bath, right?

Guest: Yes

Staff 1: So I found don't worry for that one, so I just need your passport.

Guest: Okay thank you

Staff 1: Okay you don't mind, you just give your email and your sign, here your email and in here your sign



Guest: Yeah, how about the superior room?

Staff: You can have look, so this is like normally our rooms, only for two people but we have only extra bath.

Guest: Bigger room?

Staff 1: So what we called, all our superior the size like that one but you want to upgrade to bigger or biggest so we don't have until eight because we have like what we call like Ramadhan, that's why domestic guest come to Bali.

Guest: Yeah

Staff 1: But we do our best, thank you Mr. sorry once again can I have the voucher, I need to copy the voucher

Guest: Yeah

Staff 1: How many

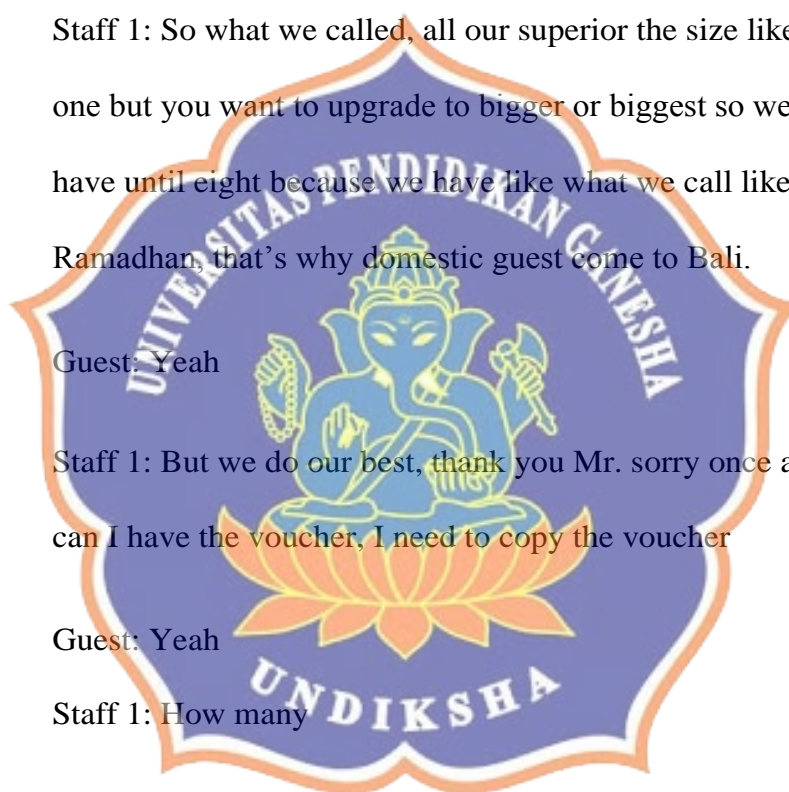
times come to Bali?

Guest: First time

Staff 1: Ohhh this is the first time?

Guest: Yeah

Staff 1:



Parents

and son?

Guest:

Yes

parent

and son

Staff 1: So in our hotel you stay here

three nights, right? Guest: Yes

Staff 1: Maybe after this one you go another hotel or another holiday?

Guest: Yeahh

Staff 1: So what we called here your room also include

breakfast, three breakfasts for you start from six until ten at

our restaurant and just come down or mention phone

number the staff know well your room. We open 24 hours

for you anytime. We also have swimming pool if you like

swimming and also we have spa if you want, we have also

like some tour if you need the drive to around bali, so you

just call



Guest: Yeah

Staff 1: So this is here (show document)

thank you once again Guest: Yeah, where

we can find Indian food?

Staff 1: The near, bike

from here to ATC Guest:

ATC?

Staff 1: Yes at ATC. We have also the bigger at  
Kedonganan

Guest: Kedonganan?

Staff 1: Yes Kedonganan, this main street you  
just mention to the driver

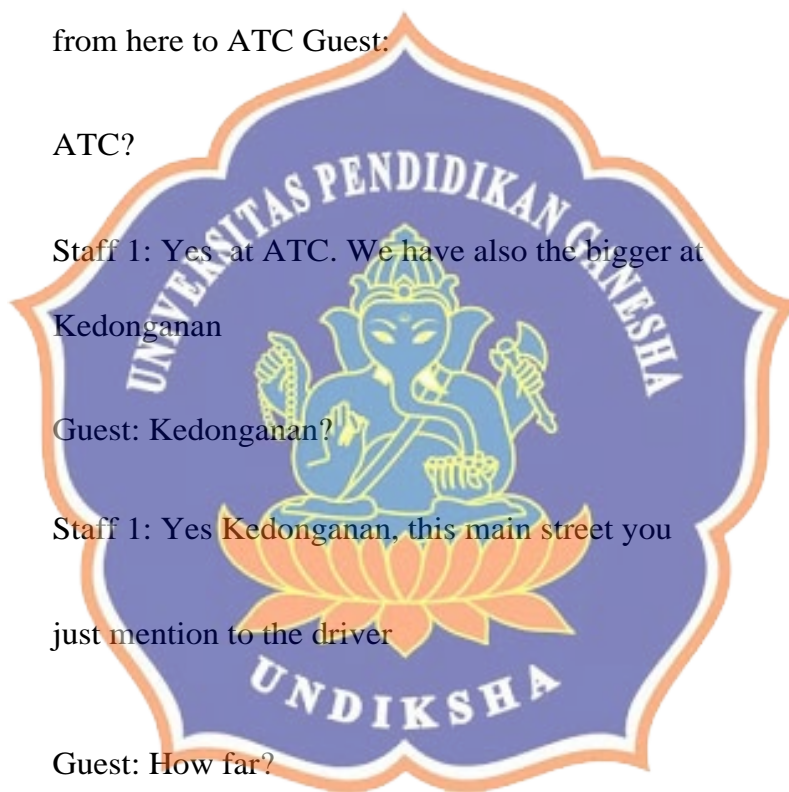
Guest: How far?

Staff 1: 20 until 25 minutes by

car and not walk Guest:

Ohhhh... okay

Staff 1: Thank you and stay.



**Second Observation 30 Wednesday 2020****Staff 1**

Staff 1: Hallo good morning, welcome to  
Intercontinental Bali Resort, can I help you?

Guest: I have a reservation for today.

Staff 1: Under name please?

Guest: It's under the name of JACK

Staff 1: Can you please spell that for me, sir?

Guest: Sure, J-A-C-K

Staff 1: Yes, Mr. Jack, you book 1 room for two nights. Is that correct?

Guest: Yeah

Guest 2: Anyway where is the toilet?

Staff 1: Outside.

Guest 2:

Oh thank

you.

Guest 2:

I try to

find.

Staff 1: Okay.





Staff 1: okay Mr. Jack, so you book for 1 room, and your room include breakfast start from six until ten at our restaurant and just come down or mention phone number the staff know well your room. We open 24 hours for you anytime. We also have swimming pool if you like swimming and also we have spa if you want, we have also like some tour if you need the drive to around Bali, so you just call

Guest: Yes thank you so much

Staff 1: You are welcome, have a nice holiday

**Third Observation 5 Monday 2020**

**Staff 1**

Staff 1: Welcome to Intercontinental Bali Resort. May I help you?

Guest: Check in

Staff 1: Oh yeah, do you have reservation number?

Guest: Yes

Staff 1: How are you today sir? How

about your flight? Guest: Good



Staff 1: So yeah I found here, so you book a one room and with extra bath, right?

Guest: Yes

Staff 1: So the room has been full and the guest

will out at 2 pm Guest: Which room is available

right now?

Staff 1: The bigger rooms are available

Guest: Can you explain me how it looks like?

Staff 1: Ehhh. All of our bigger, bigger room, the size like that one, like

superior room with extra bath

Guest: Hmm, okay I will wait the room

Staff 1: Okay, you just give your email and your sign, here your email and in here your sign

Guest: Yeah

Staff 1: Thank you... so you book for one room with extra bath right? And you stay in here for three nights?

Guest: Yes

Staff 1: Your room also included breakfast, start from six

until ten at our restaurant and just come down or mention phone number the staff know well your room. We open 24 hours for you anytime. We also have swimming pool if you like swimming and also we have spa if you want, we have also like some tour if you need the drive to around Bali, so you just call

Guest : Thank you very much. Anyway are the guest who come today the domestic only?

Staff 1: It's not the domestic only, but most of the guest are Moslem people. It is because the Moslem guests celebrate their day here

Guest: Well okay, thank you anyway

Staff 1: Please enjoy your holiday

Guest: Thank you

Staff 1: You are welcome. Nice to have you here.

## STAFF 2

Staff 1: Good morning, welcome to Intercontinental Bali Resort. How may assist you.

Guest: Good morning, I want to stay at this hotel.

Staff 1: Excuse me madam, have you made reservation before?

Guest : Yes

Staff 1: Okay I will check it first, so

Mrs. Alen right? Guest: Yes

Staff 1: Your passport please, because I want to copy your passport Guest: Yes

Guest: Are the guest who come today the domestic only?

Staff 1: it's not the domestic only, but most of the guests are Moslem people, The Moslem guests celebrate their day here.

Guest: Ohh yeahh

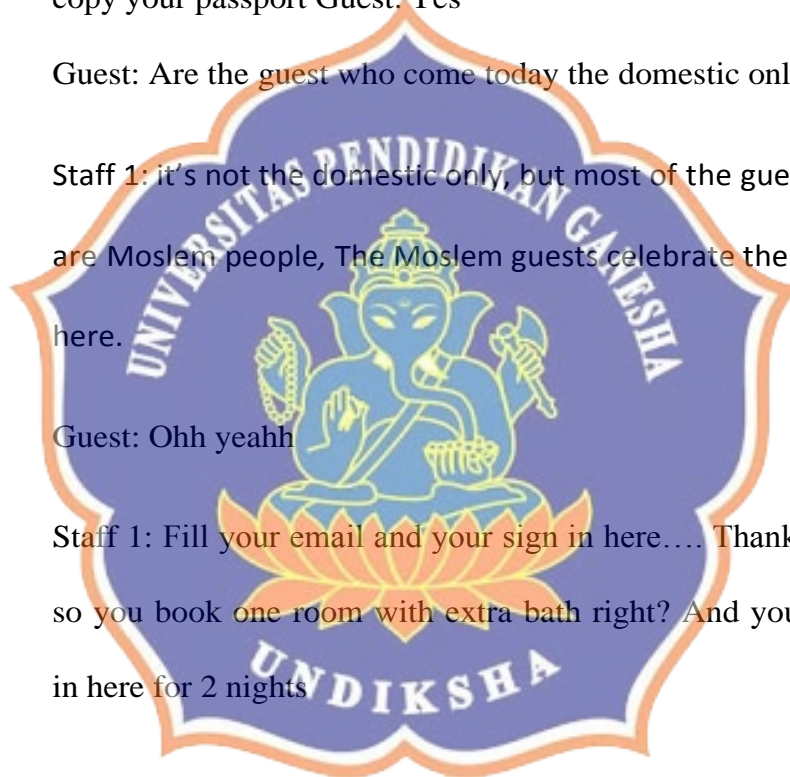
Staff 1: Fill your email and your sign in here.... Thank you, so you book one room with extra bath right? And you stay in here for 2 nights

Guest: Yes

Staff 1: so your room includes breakfast for you start from six until ten at our restaurant and just come down or mention phone number the staff know well your room. We open 24 hours for you anytime

Guest: Okay thank you

Staff 1: You are welcome, have a nice day



## Fourth Observation 8 Tuesday 2020

### Staff 1

Staff 1: Good afternoon, welcome to Intercontinental Bali Resort, Om Swastiastu, May I help you?

Guest: Check in

Staff 1: Yes, I have. Excuse me sir, May I know your name? Guest: Yeah. My name is Mr. Justin Dale.

Staff 1:

D-A-L-E

right?

Guest:

Yeah

Staff 1: May I know the number of

your reservation? Guest: Yes

Staff 1: How are you today miss? How about your flight?

Guest: Good

Staff 1: So yeah I found here, so you book a one room and



with extra bath, right?

Guest: Right

Staff 1: So I found don't worry for that one, so I just

need your passport. Guest: Okay thank you

Staff 1: Okay you don't mind, you just give your email and

your sign, here your email and in here your sign

Guest: Okay

Staff 1: Okay this is your passport, so you stay in here for 3

night right? Your room also include breakfast, three

breakfasts for you start from six until ten at our restaurant

and just come down or mention phone number the staff

know well your room. We open 24 hours for you anytime.

We also have swimming pool if you like swimming and also

we have spa if you want.

Guest: Okay thank you very much

Staff 1: You are welcome, have a nice day



**Staff 2**

Staff 2 : Good afternoon Sir, may I help you??

Guest : Good afternoon, I have a reservation under the

name of Mr. Maxim Staff 2 : Okay, let me check first

Sir. Would you mind to wait?

Guest : Okay

Staff 2 : So I need your passport please

Staff 2 : So please fill your email and

your sign in here Guest : Ohh yeah

Staff 2 : So you stay in here

for 2 night's right? Guest :

Yeah

Staff 2 : It is already booked for three days Sir. Your room will be in the second floor, take the elevator and you will find your room in the right. Your room will be 201. Your room also include breakfast, three breakfasts for you start from six until ten at our restaurant and just come down or mention phone number the staff know well your room



Guest : Thanks a lot

Staff 2 : My pleasure Sir.

### **Fifth Observation 12 Tuesday 2020**

Staff 2 : Good morning, welcome to Intercontinental Bali Resort, May I help you?

Guest 1: Check in

Staff 2 :

Under name

please? Guest

1: Seven

Staff 2 : I need your

passport please

Guest 1: Yeah

Staff 2 : So you book only one room right?

Guest : Yes right, but there will be two of us. So, I want to reserve only 1 room. Staff 2 : Yes. Would you like a room with twin beds or a double bed, Sir?





Guest 2 : Double bed

Staff 2

:

Double

bed?

Guest

1 and 2

:

Yeahh

Staff 2 : Okay, the room has been full but at 2 pm the room will be ready so you want to wait?

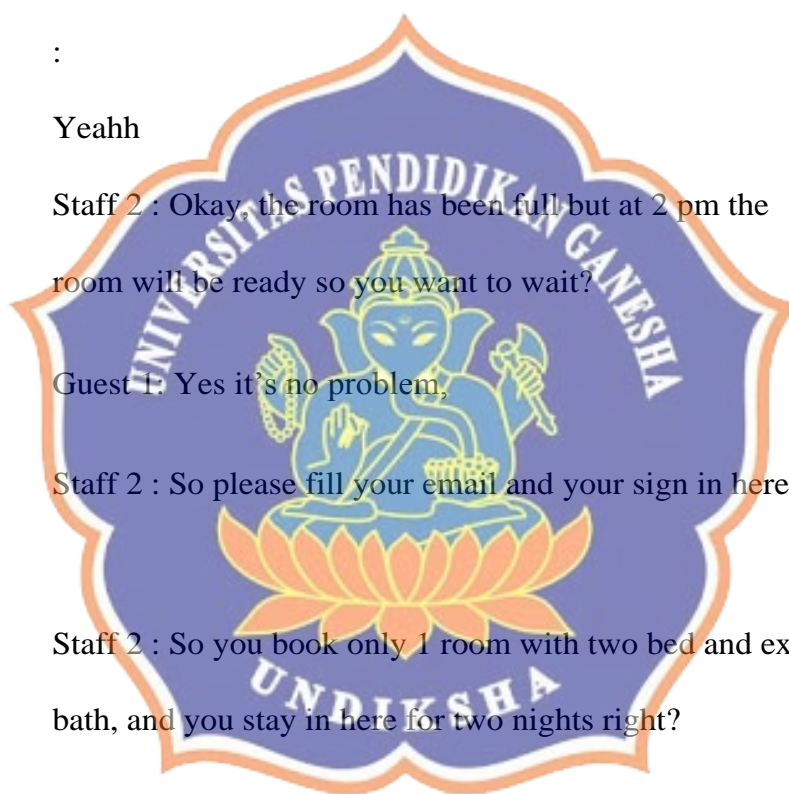
Guest 1: Yes it's no problem,

Staff 2 : So please fill your email and your sign in here

Staff 2 : So you book only 1 room with two bed and extra bath, and you stay in here for two nights right?

Guest 1: Yeahh

Staff 2 : Your room also include breakfast, three breakfasts for you start from six until ten at our restaurant and just come down or mention phone number the staff know well your room. We open 24 hours for you anytime. We also have swimming pool if you like swimming and also we



have spa if you want, we have also like some tour if you need the drive to around Bali, so you just call

Guest 1: Thank you very much.

Staff 2 : You are welcome.

Guest 2: Where is the shop in here?

Staff 2 : To buy what? Drink or food?

Guest2 : Beer

Staff 2 : Small or large? In our restaurant we have small beer, if you want you can buy it in our restaurant

Guest : Thank you very much.

Staff 2 : You are welcome.

**Sixth Observation 23 Friday**

**Staff 2**

Staff 2 : Good morning, welcome to Intercontinental Bali Resort, May I help you?

Guest : Check in

Staff 2 : Ya, wait a moment please. May I know the number of your reservation?

Guest : Yes



Staff 2 : So yeah I found here, so you book a one room superior and with extra bath, right?

Guest : Yes

Staff 2 : So I just need your passport.

Guest : Okay

Staff 2 : Okay you don't mind, you just give your email and your sign, here your email and in here your sign

Guest : Yeah, how about the superior room? Same like bigger room?

Staff 2 : You can have looked, so this is like normally our rooms, only for two people but we have only extra bath.

Guest :

Bigger room?

Guest :

How

big are

they?



Staff 2 : Yes, this big the Room yeah. For this room there are  
two bed, and also extra bath

Guest : Yep.

Staff 2 : So in our hotel you stay here three nights, right?

Guest : Right

Staff 2 : So what we called here your room also include  
breakfast, three breakfasts for you start from six until ten at  
our restaurant and just come down or mention phone  
number the staff know well your room.

Guest : Okay thank you so much. Anyway do you know the  
nearest money changer from this hotel? I need to change  
some money.

Staff 2 : Sure, from this hotel go straight and then turn left  
you will find the lamp.

The money changer  
is next to the lamp.

Guest : Lamp?

Staff 2 : Lamp is traffic light

Guest : Alright, I see thank  
you

Staff 2 : You are welcome, thank you and have a nice holiday



**Staff 2**

Staff 2 : Good evening, welcome to Intercontinental Bali

Resort, May I help you?

Guest : I want to check in please

Staff 2 : Sure, may I know your

reservation number? Guest : Yes

sure

Staff 2 : Alright, how's your day today Mam? How's your flight to Bali?

Guest : It was good.

Staff 2 : How was your trip from airport to

this hotel mam? Guest : It was good just a

little bit traffic

Staff 2 : Ah yes mam, Bali is now mess\_with traffic

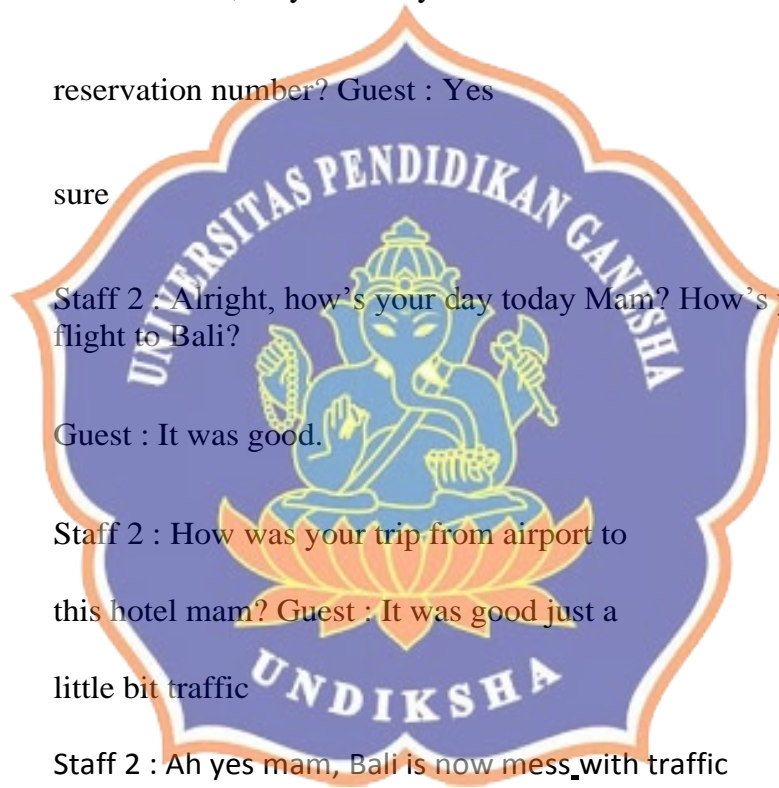
Guest : Yes. It drives me crazy for sure

Staff 2 : Haha yes mam, anyway I have checked your

reservation, so you book a superior room and with extra

bath, right?

Guest : Yes



Staff 2 : Sure mam, so I just need your passport to

complete the registration Guest : Okay thank you

Staff 2 : Okay you don't mind, you just give your email

and your sign, here your email and sign in here please

Guest : Yeah



Staff 2 : Okay this is your passport, so you stay in here for 2 nights right? Your reservation also include breakfast. We served balinese and western food, so don't worry if you don't like balinese food, you still can enjoy the western food. The breakfast start from six until ten at our restaurant and just come down or mention phone number the staff know well your room. We open 24 hours for you anytime. We also have swimming pool if you like swimming and also we have spa if you want to relax yourself.

Guest : Oh you served Balinese food too? What kind of Balinese food?

Staff 2 : The most popular Balinese food Mam, like sate, steamed egg with balinese ingridients, bubur bali and many more

Guest : Aw, bubur bali? Sounds interesting. What is that?

Staff 2 : Yes mam. It serve poridge with balinese special mix vegetables, with balinese secret ingridients and steamed egg on top

Guest : Alright then. Thank you for

that information Staff 2 : Sure

you're welcome and have a nice

stay Mam.



## Appendix 4

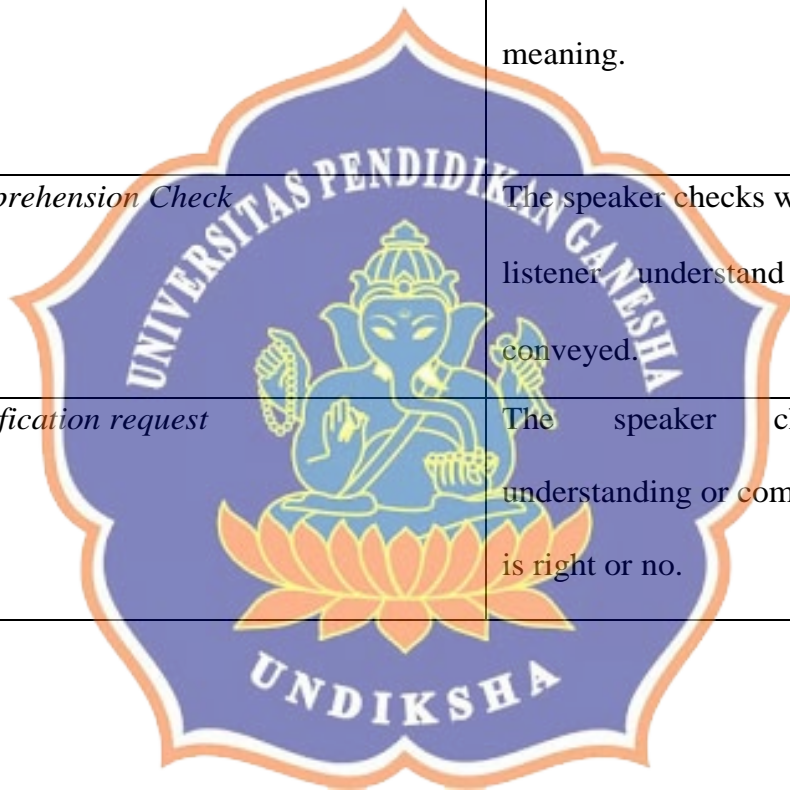
## The Criteria of Communication Strategies

Types of Communication Strategies Proposed by Dornyei (1995) and Bialystok (1990)	Criteria
<i>Topic Avoidance</i>	Avoiding the topic areas or concept which has Language difficulties. The speaker avoids speaking when they think the topic contains difficult words that must be spoken.
<i>Circumlocution</i>	Describing or exemplifying the target object or action. The speaker adds some words or exemplifies the words to express something.
<i>Approximation</i>	Using an alternative or other terms which express the meaning of the target lexical item as closely as possible.



<i>Code-Switching</i>	Using a native language word with native language pronunciation while speaking in
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	target language.
<i>Paralanguage</i>	A use of gesture and facial expression to make clearer meaning.
<i>Comprehension Check</i>	The speaker checks whether the listener understand what is conveyed.
<i>Clarification request</i>	The speaker check his understanding or comprehension is right or no.



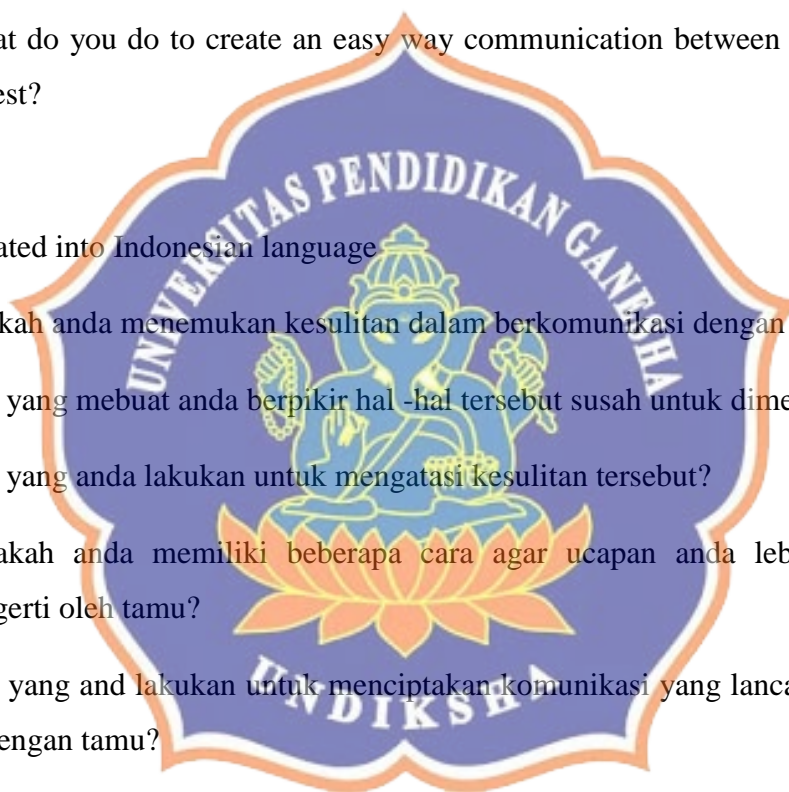
## APPENDIX 5

### Interview guide

1. Do you have any difficulties in communicating with the guest?
2. What makes you think those things are difficult to be understood?
3. What do you do to handle with those difficulties?
4. Do you have some ways to make your utterance clearer to be understood by the guest?
5. What do you do to create an easy way communication between you and the guest?

Translated into Indonesian language

1. Apakah anda menemukan kesulitan dalam berkomunikasi dengan tamu?
2. Apa yang membuat anda berpikir hal-hal tersebut susah untuk dimengerti?
3. Apa yang anda lakukan untuk mengatasi kesulitan tersebut?
4. Apakah anda memiliki beberapa cara agar ucapan anda lebih jelas dimengerti oleh tamu?
5. Apa yang anda lakukan untuk menciptakan komunikasi yang lancar antara anda dengan tamu?



## APPENDIX 6

### The interview of staff 1

Researcher : Selamat siang mbok, maaf mengganggu jam istirahatnya. Saya mahasiswa yang observasi disini untuk keperluan skripsi, boleh saya interview sebentar mbok yaa, terkait dengan penelitian yang saya buat?

Staff 1 : ohhh iyaa gak mengganggu kok, mau interview tentang apaanya dik?

Researcher : Ini mbok, saya kan udah rekam percakapannya mbok sama turisnya, ini ada beberapa mau saya tanya. Langsung aja mbok ya

Staff 1 : ohh iyaa dik boleh-boleh

Researcher : waktu mbok komunikasi sama turisnya, kesulitan apa yang paling menonjol biasanya mbok?

Staff 1 : ohh banyak dik, biasanya suka bingung waktu turisnya ngomong sama mbok.

Researcher : ohh bingung juga mbok yaa? Kira-kira penyebab bingungnya kenapa yaa mbok?

Staff 1 : wahh banyak dik penyebabnya, kalo mbok pribadi paling sering tu karena turisnya ngomongnya terlalu cepat jadinya kurang jelas didengar saat komunikasi. Belum lagi banyak turis yang bahasa inggrisnya gak terlalu bagus, misalnya tamu dari Prancis yang tidak pake bahasa inggris sehari- harinya. Mbok sering kebingungan jadinya kalo udah turisnya dari Prancis, Rusia, Cina, susah dah dimengerti dik. Kalo udah bingung biasanya tak minta turisnya mengulang apa yang dibilang atau biasanya mbok klarifikasi lagi sekali kata-kata turisnya.

Researcher : ohh yaa mbok. Selain itu ada penyebab lain yang membuat bingung mbok?

Staff 1 : hmmm, penyebab lain tu mbok kadang lupa sama kosa kata dalam bahasa inggris makaknya bingung caranya jadinya pas komunikasi dengan turisnya.

Researcher : ohh gitu mbok ya. Oya ini ada juga beberapa yang mau saya tanyain mbok. Waktu saya rekam itu ada beberapa kali mbok seperti mengulang kata-kata turisnya ya mbok? Seperti misalnya turisnya bilang “double bed” kemudian mboknya mengulangi seperti dengan nada bertanya “double bed yes?”. Nah sekarang kira-kira tujuannya untuk apa itu ya mbok? Mungkin mbok bisa jelaskan sedikit

Staff 1 : Ohh yang itu. Emm.. gini dik, kalau yang mengulang kata-kata seperti double bed itu mbok ingin mengklarifikasi yang diminta atau direquest sama turisnya, biar gak salah nanti reservasinya. Jadi mbok tanyakan lagi sekali, “double bed yes?” biar bener-bener pasti bookingannya dik.

Researcher : Oh gitu ya mbok. Kemudian ada lagi mbok, yang mbok menunjuk-nunjuk arah waktu ngarahin turisnya ke Tandur dan kayak pake gerakan tangan gitu juga beberapa saya liat waktu menjelaskan ke turisnya. Selain itu juga waktu tak liat di transcribanya mbok juga ada beberapa kali senyum sambil mengangguk saat bicara sama turisnya. Bisa dijelaskan juga ya mbok?

Staff 1 : Oh itu, itu mbok sengaja dik, gerak-gerakin tangan soalnya mbok ngasi tau arah jalan gitu karena turisnya bingung pas mbok jelasin, jadi yaudah tak arahin biar lebih jelas sambil nunjuk-nunjuk lokasinya dik. Biar mereka nggak bingung jadi mending mbok langsung tunjuk aja gitu dik. Terus kalau untuk masalah senyum sambil mengangguk itu untuk menunjukkan

keramahan dan sopan santun aja dik. Jadi kalau saat kita melayani tamu itu, biar first impressionnya baik, harus banyak senyum dan ramah sama turisnya. Apalagi sebagai front office, memang diwajibkan gitu dik, harus banyak senyum dan ramah.

Researcher : Oh gitu ya mbok. Nggih-nggih mbok. Satu lagi niki mbok. Mbok ada cara khusus nggak biar komunikasi sama turisnya lancar? Karena kan biasanya ada aja kendala saat berkomunikasi itu, seperti yang mbok bilang tadi

Staff 1 : Hmm ya dik seperti yang mbok jelasin tadi dah. Kita harus bisa mengkondisikan diri kalau sedang berkomunikasi sama turisnya. Harus ingat juga kita berbicara sama orang dari beda Negara tiap harinya, jadi harus bisa menempatkan diri dan paham sama budaya mereka. Tidak boleh gampang tersinggung, karena biasanya turisnya suka jutek jawab pertanyaan kita, dan kadang juga banyak maunya. Kita harus bisa menanggapi dengan baik, jangan sampai terlihat kaku atau nervous. Usahakan se-natural mungkin biar tamunya juga nyaman berkomunikasi sama kita.

Researcher : Nggih mbok makasi banyak ya mbok lengkap sekali informasinya. Maaf sekali niki mengganggu waktunya ya mbok.



### **The interview of staff 2**

Researcher : Selamat pagi bli, maaf mengganggu niki. Saya mahasiswa yang observasi disini untuk keperluan skripsi, boleh saya interview bli sebentar yaa, terkait dengan penelitian yang saya buat?

Staff 2 : Mau interview tentang apanya gus?

- Researcher : Saya kan udah rekam percakapannya bli sama turisnya, ini ada beberapa mau saya tanya bli?
- Staff 2 : okay dik boleh-boleh
- Researcher : apa ada kesulitan pada saat bli berkomunikasi dengan turis?
- Staff 2 : ohh untuk kesulitannya pasti ada. Biasanya turisnya ngomongnya agak cepat. Kita kan kerjanya ngetik sambil ngomong langsung, jadi suka bingung sama omongan turisnya. Kayak klabakan gitu dik hahahaha
- Researcher : ohh iyaa juga bli, selain karena ngomongnya cpet ada lagi yang bikin bingung bli?
- Staff 2 : ada gus, kadang tiba-tiba suka blank lupa sama bahasa inggrisnya jadi bingung mau rEnglish for Specific Purposeon apa ke bulenya. Takut salah arti nanti beda pengertiannya.
- Researcher : ohh keto bli oow. Oohh iyaa bli ada direkamannya bli menyambut tamu asing, bli bilang “welcome to Intercontinental Bali Resort, selamat datang”. Kenapa isi bilang selamat datang lagi bli? Kan sudah bilang welcome?
- Staff 2 : kalo yang itu bli Cuma pengen memperkenalkan bahasa Indonesia aja. Siapa tau turisnya bisa bahasa Indonesia jadi bli lebih gampang lagi berkomunikasi, soalnya pernah bli berkomunikasi sama turis pake bahasa inggris tapi bulenya nyaut pake bahasa Indonesia.
- Researcher : Oh gitu ya bli, nggih bli. Selain itu ada juga bli, waktu observasi, di video waktu bli ditanya money changer sama turisnya, bli juga ngasi tau jalan ke money changernya sambil nunjuk-nunjuk gitu, kira-kira biar gimana tu ya bli?
- Staff 2 : Ohh yang itu. ya biar jelas aja gus. Kalo dikasi tau nama jalan, turisnya kan gak tau dia gus, jadi kalo bli arahin

langsung belok sini sambil tunjuk yang mana baru dia ngerti, gitu. Daripada ribet jelasin nama jalan apa

Researcher : Oh gitu ya bli satu lagi. Ada cara khusus nggak biar komunikasi sama turisnya lancar? Karena kan biasanya ada aja kendala saat berkomunikasi itu, seperti yang bli bilang tadi

Staff 2 : Hmm ya dik seperti yang bli jelasin tadi dah. Kita harus jelas saat sedang berkomunikasi sama turisnya. Harus sopan, bagaimana cara kita menanggapi dengan baik saat berkomunikasi dengan tamu. Percaya diri juga sangat penting, yaa bagaimana je cara kita agar tamunya itu nyaman sama kita saat berkomunikasi.

Researcher : Nggih bli segitu aja dah makasi banyak ya bli informasinya. Maaf mengganggu waktunya ya bli.

Staff 2 : iyaa gus santai aja.



**APPENDIX 7**





