

APPENDICES



APPENDIX 1

Permission Letter

	KEMENTERIAN RISET, TEKNOLOGI, DAN PENDIDIKAN TINGGI UNIVERSITAS PENDIDIKAN GANESHA FAKULTAS BAHASA DAN SENI Jalan A.Yani No. 67 Singaraja Bali Kode Pos 81116 Telepon (0362) 21541 Fax. (0362) 27561 Laman: bs.updikoba.ac.id
<hr/>	
Nomor : 2250/UN48.7.1/DT/2019	29 Mei 2019
Perihal : Permohonan Izin Penelitian	
Yth, Manager The Sun Hotel and Spa di Jl. Lb. Bese No.123, Legian, Kuta, Kabupaten	
Dalam rangka pengumpulan data untuk menyelesaikan Skripsi/Tugas Akhir, dengan hormat kami mohon agar Bapak/Ibu mengizinkan mahasiswa di bawah ini:	
Nama	: I KETUT ADI CHANDRA YOGA
NIM	: 1512021186
Program Studi	: Pendidikan Bahasa Inggris
Jenjang	: S1
Tahun Akademik	: 2018/2019
Judul	: An Analysis of Communication Strategy Used by Front Office Staff In Serving International Tourist at The Sun Hotel & Spa
untuk mencari data yang diperlukan pada institusi yang Bapak/Ibu pimpin. Atas perhatian dan bantuan Bapak/Ibu, kami ucapkan terima kasih.	
 Dekan, Bagian Tata Usaha, Universitas Pendidikan Ganesha NIP. 197305292001121001	
Tembusan: 1. Dekan PBS Undiksha Singaraja 2. Kaprodi. Pendidikan Bahasa Inggris 3. Sub Bagian Pendidikan PBS	

APPENDIX 2

Provability Letter


The Sun
Hotel & Spa
SURAT PERNYATAAN

Saya Yang bertanda tangan dibawah ini :

Nama : I WAYAN SOMA
Jabatan : Asst Front Office Manager

Menyatakan dengan sebenarnya bahwa:

Nama : I KETUT ADI CHANDRA YOGA
NIM : 1512021186
Program studi : Pendidikan Bahasa Inggris
Jenjang : S1
Tahun Akademik : 2018/2019

Memang benar mahasiswa tersebut di atas telah melakukan penelitian untuk keperluan skripsi di The Sun Hotel & Spa dari tanggal 27 Mei sampai dengan 25 Juni 2019

Demikian surat ini kami buat dengan sebenarnya, agar bisa di pergunakan sebagai mana mestinya

Legian, 26 June 2019

Mengetahui

I WAYAN SOMA



The sun Hotel & Spa Jln Melasti lebak Bene No 123 Legian Kuta bali
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Page 1

APPENDIX 3**First Observation (Tuesday, 28th May 2019)****Staff 1**

Staff 1 : Good morning, welcome to the sun hotel and spa, May I help you?

(Smiling) (Paralanguage)

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? **(Clarification request)**

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? **(clarification request)**

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 jast call

Guest : Yeah

Staff 1 : So this is here (show document) thank you once again

Guest : Yeah, where we can fine Indian food?

Staff 1 : The near, bike from here to ATC

Guest : ATC?

Staff 1 : Yes ATC, left side to minutes by walk. We have also the bigger at seminyak, Tandur

Guest : Tandur

Staff 1 : Yes Tandur, this maint 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. **(Smiling) (Paralanguage)**

Second Observation (Wednesday, 29th May 2019)

Staff 1

Staff 1 : Hallo good morning, welcome to the Sun Hotel, can I help You?

Guest : I have a reservation for today.

Staff 1 : Under name please?

Guest : It's under the name of Hannighan

Staff 1 : Can you please spell that for me, sir? **(clarification request)**

Guest : Sure. H-A-N-N-I-G-H-A-N.

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

(clarification request)

Guest : Yeah

Guest 2: Anyway where is the toilet?

Staff 1 : Outside. **(Pointing the toilet location) (Paralanguage)**

Guest 2: Oh thank you.

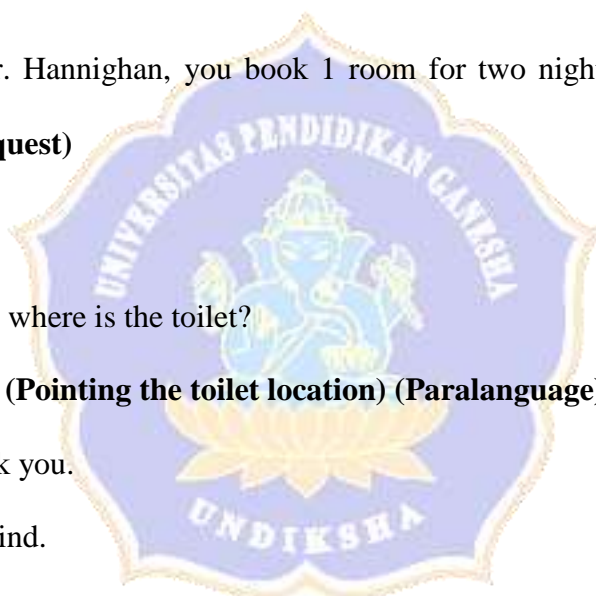
Guest 2: I try to find.

Staff 1 : Okay. **(Nodding) (Paralanguage)**

Staff 1 : Hmmh, 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



Staff 2

Staff 2 : Good morning, welcome to the sun hotel and spa, May I help you?

Guest : Check in

Staff 2 : Under name please?

Guest : Tania

Staff 2 : So I need your passport please

Guest : Yes, do you know him? Last week his come here

Staff 2 : Mr. Alan? **(Clarification request)**

Guest : Yes

Staff 2 : Mr. Alan's daughter

Guest : Not my dad, he is my friend

Staff 2 : Okay, the room has been full, so please fill your email and your sign in here

Guest : Yeah, room 115 is not available?

Staff 2 : Yes, still have another guest, maybe tomorrow

Guest : Ohh yeah

Staff 2 : So you stay in here for 2 night's right? **(Clarification request)**

Guest : Yeah



Staff 2 : You stay until 24? (**Clarification request**)

Guest : Yeah

Staff 2 : Your room is complete with extra bath, wifi and swimming pool, and then your room include the breakfast, and the breakfast start from six until ten

Guest : Okay yeah

Staff 2 : So tomorrow I need reconfirm again before 12 o'clock you come here(**Clarification request**)

Guest : Yeah thank you so much

Staff 2 : You are welcome, thank you and enjoy your holiday. (**Nodding and Smiling**) (**Paralanguage**)



Third Observation (Monday, 3rd June 2019)

Staff 1

Staff 1 : Welcome to The sun hotel and spa, Selamat Datang. May I help you? (

language switching) (Smiling) (Paralanguage)

Guest : Check in

Staff 1 : Oh yeah **(Smiling) (Paralanguage)**, 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?

(Clarification request)

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 : *Ehmm.. all of our **bigger, bigger room**, the size like that one, like superior room with extra bath. (**approximation**)*

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? **(Clarification request)**

Guest : Yes

Staff 1 : Your room also 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 jast 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.* **(Approximation)**

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. **(Smiling) (Paralanguage)**

Staff 1: Good morning, welcome to The Sun Hotel. How may assist you.

(Smiling) (Paralanguage)

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

Staff 1: Excuse me madam, have you made reservation before? **(Nodding)**

(Smiling) (Paralanguage)

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.* **(Approximation)**

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 (Tuesday, 4th June 2019)**Staff 1**

Staff 1 : Good afternoon, welcome to the sun hotel and spa, Om Swastiastu, May I help you? **(Smiling) (Paralanguage)**

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? **(Smiling) (Paralanguage)**

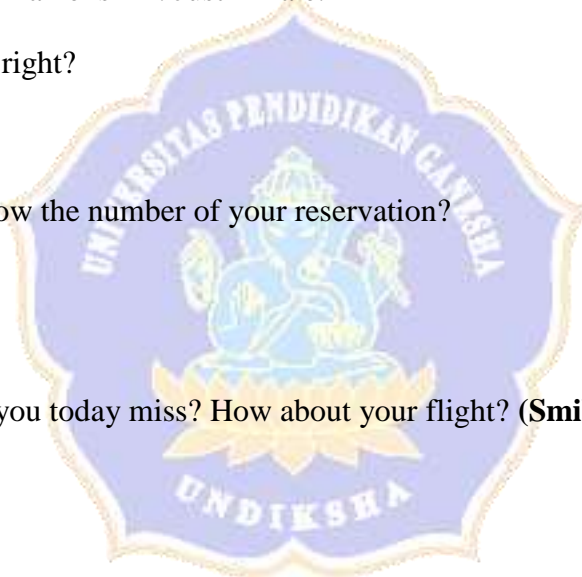
Guest : Good

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?? **(Smiling) (Paralanguage)**

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 **(Moving hand) (Paralinguistic)**

Guest : Thanks a lot

Staff 2 : My pleasure Sir. **(Smiling) (Paralinguistic)**

Fifth Observation (Wednesday, 12th June)**Staff 2**

Staff 2 : Good morning, welcome to the sun hotel and spa, 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?**
(Pointing the picture of the room) (Paralanguage)

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. **(Nodding) (Paralanguage)**

Guest 2: Where is the shop in here?

Staff 2 : To buy what? drink or food? **(Clarification Request)**

Guest2: Beer

Staff 2 : Small or large? **(Clarification Request)** 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. **(Nodding) (Paralanguage)**

Sixth Observation (Sunday, 22nd June 2019)

Staff 2

Staff 2 : Good morning, welcome to the sun hotel and spa, May I help you?

Guest : Check in

Staff 2 : Ya, wait a moment please. **(Hands movement showed a request for waiting) (Paralanguage)**. 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? **(Clarification Request)**

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? (**Clarification Request**)

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 (Approximation)**

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 the sun hotel and spa, 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?

(Smiling) (paralinguistics)

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* **(Approximation)**

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? **(Clarification Request)**

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 ingredients, 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 ingredients and steamed egg on top (**Circumlocution**)

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

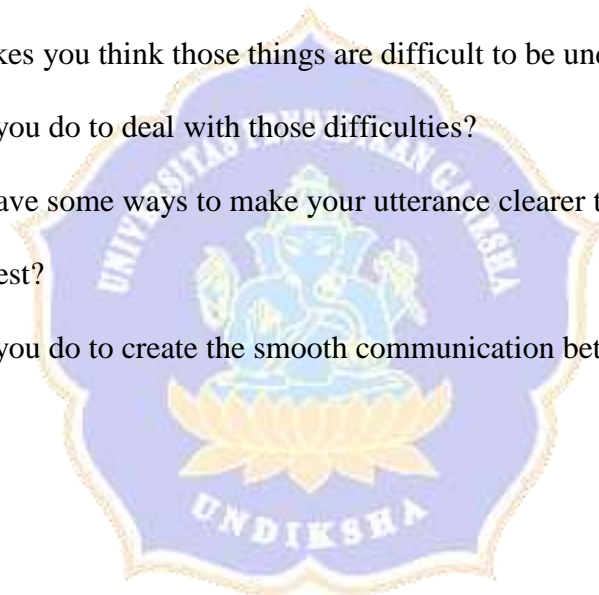
<p style="text-align: center;">Types of Communication Strategies Proposed by Dornyei (1995) and Bialystok (1990)</p>	<p style="text-align: center;">Criteria</p>
<p><i>Topic Avoidance</i></p>	<p>Avoiding the topic areas or concept which has Language difficulties. The speaker avoids speaking when they think the topic contains difficult words that must be spoken.</p>
<p><i>Circumlocution</i></p>	<p>Describing or exemplifying the target object or action. The speaker adds some words or exemplifies the words to express something.</p>

<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 a 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 deal 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 the smooth 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 apanya 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 transcribenya 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

Reseacher : 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 hahaha

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 respon 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 The Sun Hotel and Spa, 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 ssat berkomunikasi.

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

Staff 2 : iyaa gus santai aja.



Appendix 7





RIWAYAT HIDUP



I Ketut Adi Chandra Yoga lahir di Singaraja, 17 September 1997. Penulis lahir dari orang tua yang bekerja sebagai PNS, yakni Bapak I Nyoman Cirta, SE. dan Ibu Ni Ketut Wasmi. Penulis berkewarganegaraan Indonesia (WNI) dan beragama Hindu. Saat ini penulis tinggal di Banjar Dinas Kanginan Desa Bila, Kecamatan Kubutambahan, Kabupaten Buleleng. Penulis menyelesaikan pendidikan dasar di SDN 1 Bila tahun

2009. Kemudian penulis melanjutkan ke jenjang sekolah menengah pertama di SMP Negeri 2 Singaraja tahun 2012. Selanjutnya penulis lulus dari SMA Negeri 3 Singaraja pada tahun 2015. Berikutnya dari tahun 2015 sampai dengan penulisan skripsi ini, penulis masih tercatat sebagai mahasiswa aktif di program studi Pendidikan Bahasa Inggris (*English Language Education*) Universitas Pendidikan Ganesha.

