

# APPENDICES



Appendix 1. Questionnaire of the Language Function and Language Expression used by Guest Service Agent when handling external call

The Questionnaire of the Language Function and Language Expression used by Guest Service Agent when handling external call at Sofitel Bali Nusa Dua Beach Resort

No	Language Function	Language Expression	Respondents				%
			A	B	C	D	
1.	Before Answering the Telephone you must be sitting in an upright position.	-					
2.	The telephone headset must be adjusted to fit your head correctly with the mouthpiece 2-3 cm away from your mouth	-					
3.	All Phones are to be answered within 3 rings - This means in the busy times you must answer all calls, asking them to hold and then returning to them in order.	<ul style="list-style-type: none"> <li>● “Bonjour/Bon soir, Selamat Pagi/Siang/Sore/Malam “Welcome to Sofitel Bali Nusa Dua Beach Resort, how may I help you?”</li> </ul>					
		<ul style="list-style-type: none"> <li>● “Bonjour/Bon soir, Selamat Pagi/Siang/Sore/Malam “Welcome to Sofitel Bali Nusa Dua Beach Resort, Ani speaking, how may I assist you?”</li> </ul>					

4.	Ensure your tone is polite and courteous with a smile in your voice.	-						
5.	Ensure you speak clearly in a pace that is understandable to the receiver.	-						
6.	Repeat if needed.							
7.	Thank the guest for calling and then end the call.	<ul style="list-style-type: none"> <li>● “Thank you for calling Sofitel. Have a good day/pleasant evening”.</li> </ul>						
		<ul style="list-style-type: none"> <li>● “Thank you for contacting us, have a nice day”.</li> </ul>						
8.	Always allow the caller to hang up first.	-						

Appendix 2. Questionnaire of the Language Function and Expression used by Guest Service Agent when handling internal call

The Questionnaire of the Language Function and Language Expression used by Guest Service Agent when handling internal call at Sofitel Bali Nusa Dua Beach Resort

No	Language Function	Language Expression	Respondents				%
			A	B	C	D	
1.	Before Answering the Telephone you must be sitting in an upright position.	-		√			
2.	The telephone headset must be adjusted to fit your head correctly with the mouthpiece 2-3 cm away from your mouth	-					
3.	All Phones are to be answered within 3 rings - This means in the busy times you must answer all calls, asking them to hold and then returning to them in order.	<ul style="list-style-type: none"> <li>● “Bonjour/Bon soir, Selamat Pagi/Siang/Sore/Malam Ani speaking how may I help you Mr.Wayan?”</li> </ul>					

		<ul style="list-style-type: none"> <li>● “Bonjour/Bon soir, Selamat Pagi/Siang/Sore/Malam Mr. Wayan, How may I assist you?”</li> </ul>					
4	Ensure your tone is polite and courteous with a smile in your voice.	-					
5	Ensure you speak clearly in a pace that is understandable to the receiver.	-					
6	Repeat if needed.						
7	Thank the guest for calling and then end the call.	<ul style="list-style-type: none"> <li>● “Thank you for calling, have a nice stay with us, Mr. Wayan”.</li> </ul>					
		<ul style="list-style-type: none"> <li>● “We appreciate your call Mr. Wayan. Have a nice stay with us”.</li> </ul>					
8.	Always allow the caller to hang up first.	-					

## AUTOBIOGRAPHY



Ni Nyoman Ani Pramesti was born in Sambirenteng Village on March 31, 2000. The author lives in Sambirenteng Village, Tejakula District, Buleleng Regency, Bali. She is Indonesian and Hindu. Her father's name is I Nengah Purna, and Ni Wayan Astini is her mother's name. The author finished her elementary school at SD Negeri 2 Sambirenteng in the year 2012. She continued her study in junior high school at SMP Negeri 2 Tejakula and graduated in 2015. The author graduated from SMA Negeri 1 Tejakula and Science is her major and graduated in 2018. She is now a college student at Universitas Pendidikan Ganesha and is taking the Diploma III English Study Program as her major. In the last semester, the author has completed a final project entitled "Language Function and Language Expression Used by Hotel's Guest Service Agent"

