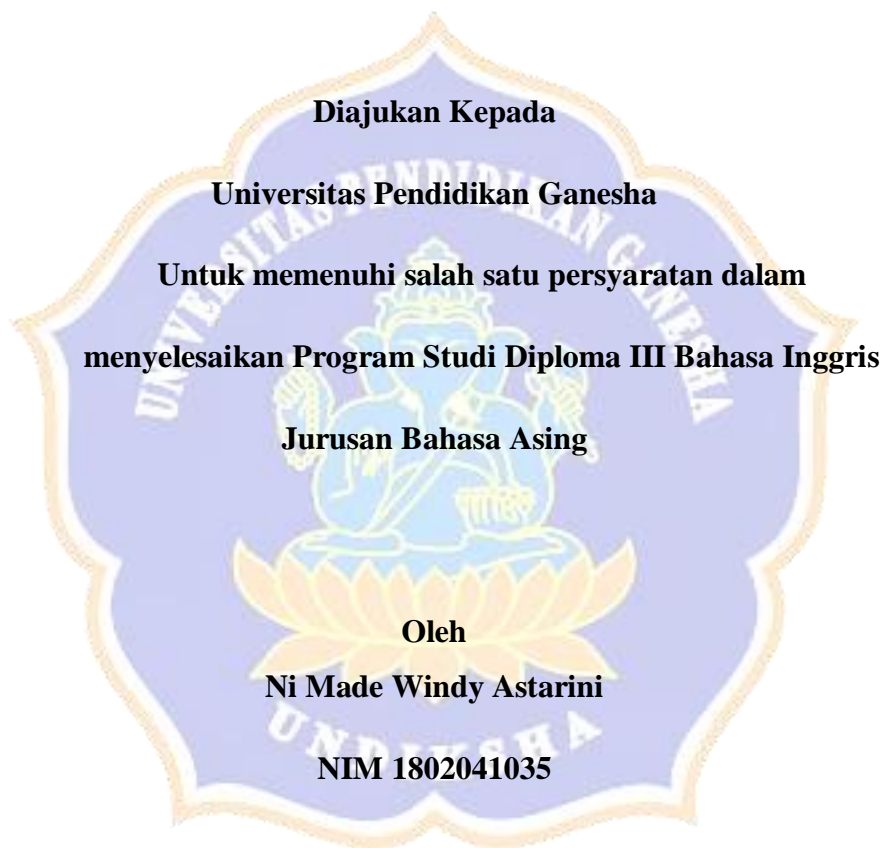


**THE PROCEDURES AND LANGUAGE EXPRESSIONS  
USED IN HANDLING GUEST'S COMPLAINTS AT  
BUYAN RESORT**

**TUGAS AKHIR**



**JURUSAN BAHASA ASING  
PROGRAM STUDI D3 BAHASA INGGRIS  
FAKULTAS BAHASA DAN SENI  
UNIVERSITAS PENDIDIKAN GANESHA  
SINGARAJA  
2021**

## TUGAS AKHIR

**DIAJUKAN UNTUK MELENGKAPI TUGAS  
DAN MEMENUHI SYARAT-SYARAT UNTUK  
MENCAPAI GELAR AHLI MADYA**



Pembimbing I

Pembimbing II

Putu Ayu Prabawati Sudana, S.Pd., M.Hum  
NIP. 198401252008122003

Made Dharma Susena Suyasa, S.S., M.Hum.  
NIP. 197607142008121002

Tugas akhir oleh Ni Made Windy Astarini ini  
telah dipertahankan oleh dewan penguji  
pada tanggal 14 Juli 2021

Dewan Penguji,



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

(Ketua)



Rima Andriani Sari, S.Pd., M.Hum  
NIP. 197605292005012003

(Anggota)



Putu Ayu Prabawati Sudana, S.Pd., M.Hum  
NIP. 198401252008122003

(Anggota)



Made Dharma Susena Suyasa, S.S., M.Hum.  
NIP. 197607142008121002

(Anggota)



Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni  
Universitas Pendidikan Ganesha  
guna memenuhi syarat-syarat untuk mencapai gelar Ahli Madya

Pada :  
Hari : Kamis  
Tanggal : 22 Juli 2021

**Mengetahui,**

Ketua Ujian, Sekretaris Ujian,

Dr. Dewa Putu Ramendra, S.Pd., M.Pd. Made Arawan Adijaya, S.Pd., M.Pd.  
NIP. 197609022000031001 NIP. 197712162002121002

Mengesahkan  
Dekan Fakultas Bahasa dan Seni



Prof. Dr. I Made Sutarna, M.Pd.  
NIP. 196004241986031002

## PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*The Procedures and Language Expressions Used in Handling Guest's Complaints at Buyan Resort*" beserta seluruh isinya adalah benar-benar karya sendiri, dan saya tidak melakukan penjiplakan dan mengutip dengan cara-cara tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini, atau klaim terhadap keaslian karya saya.



Singaraja, 22 Juli 2021

Yang membuat pernyataan



Ni Made Windy Astarini

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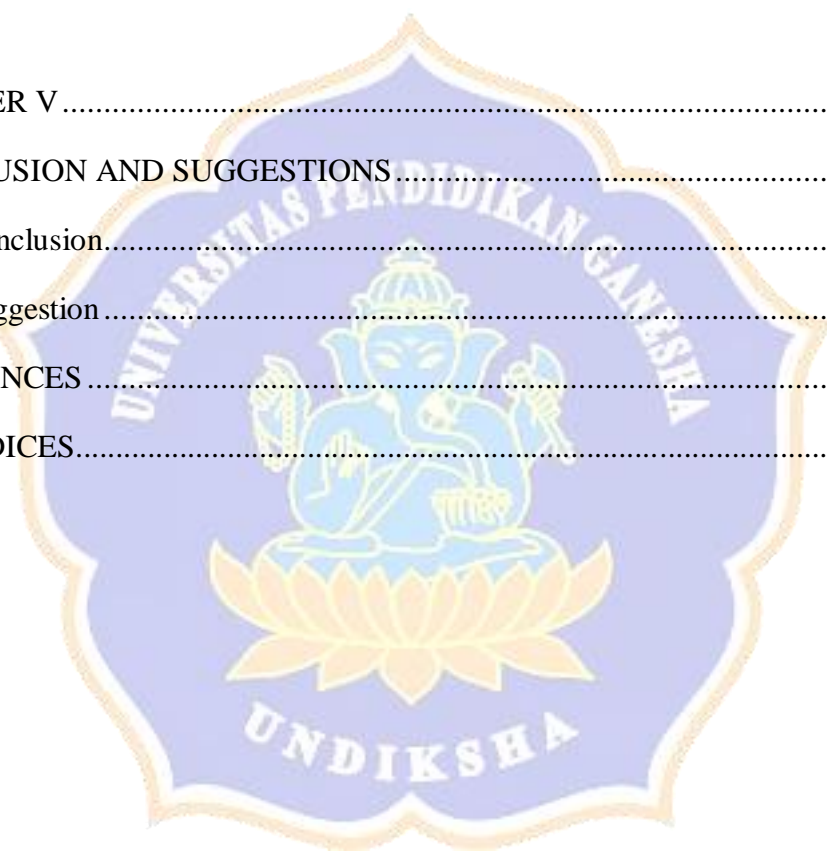
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The Writer

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