

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

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ABSTRACT

This research studied the procedures and language expressions used in handling guest's complaints at Buyan Resort. The research subjects of this study were three employees at Buyan Resort. The research instrument used was a questionnaire, and from the result of the questionnaire, it can be concluded there are 4 procedures and 12 language expressions used by the Buyan Resort's staff in handling guest's complaints.

Keywords : Complaints, Procedures, and Language expressions.

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ABSTRAK

Penelitian ini mempelajari prosedur dan ekspresi bahasa yang digunakan dalam menangani keluhan tamu di Buyan Resort. Subyek penelitian dari penelitian ini adalah tiga orang karyawan di Buyan Resort. Instrumen penelitian yang digunakan adalah kuesioner, dan dari hasil kuesioner tersebut dapat disimpulkan ada 4 prosedur dan 12 ekspresi bahasa yang digunakan oleh staf Buyan Resorts dalam menangani keluhan tamu.

Kata Kunci : Keluhan, Prosedur, dan Ekspresi Bahasa.