



APPENDICES

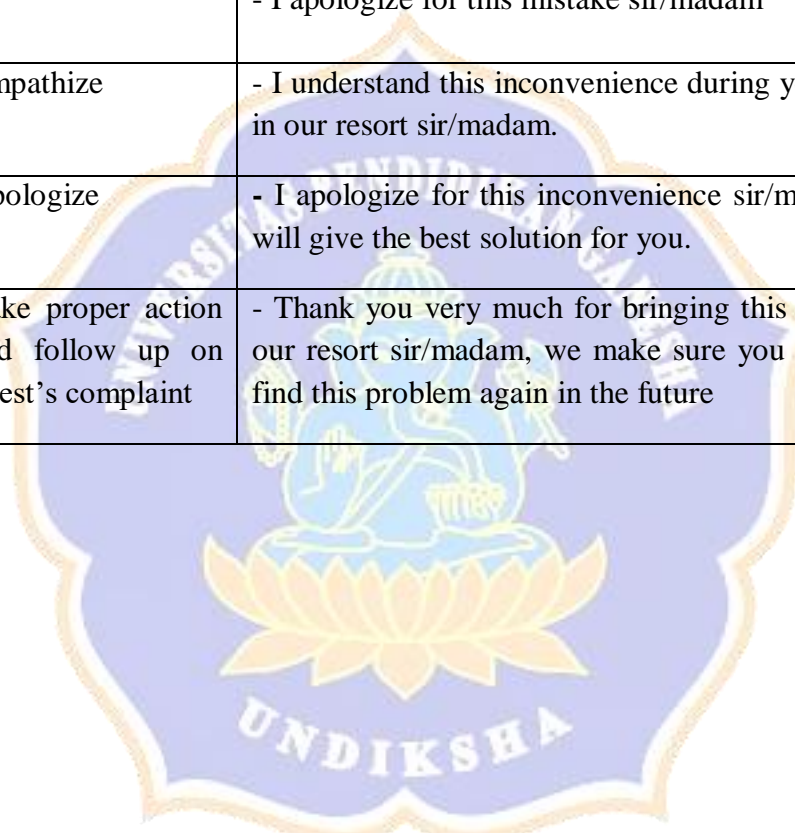
Appendix 1 Questionnaire

No	Procedure	Done	Not Done	Language Expression
1.	Hear the guest (Listen carefully)			
2.	Empathize			
3.	Apologize			
4.	Take proper action and follow up on guest's complaint			
<ul style="list-style-type: none"> Please write procedures with language expressions that you do, but not stated above. 				

Appendix 2 Questionnaire of Language Expressions Used in Handling Guest's

Complaints By Respondent 1

No	Procedure	Language Expression
1.	Hear the guest (Listen carefully)	- Alright sir/madam, I completely understand your problem. - I apologize for this mistake sir/madam
2.	Empathize	- I understand this inconvenience during your stay in our resort sir/madam.
3.	Apologize	- I apologize for this inconvenience sir/madam, I will give the best solution for you.
4.	Take proper action and follow up on guest's complaint	- Thank you very much for bringing this issue to our resort sir/madam, we make sure you will not find this problem again in the future



Appendix 3 Questionnaire of Language Expressions Used in Handling Guest's

Complaints By Respondent 2

No	Procedure	Language Expression
1.	Hear the guest (Listen carefully)	- Hmm I see your point sir/madam, I am sorry to hear that.
2.	Empathize	- I understand what do you feel right now sir/madam, let me find some solution for you.
3.	Apologize	- Please accept our apologies sir/madam. Hopefully, we can give better service for you in the next vacation, please come back again to our resort.
4.	Take proper action and follow up on guest's complaint	- We already fix the problem sir/madam, and we hope you will be satisfied with our services. Please come back again to our resort, thank you very much.

Appendix 4 Questionnaire of Language Expressions Used in Handling Guest's

Complaints By Respondent 3

No	Procedure	Language Expression
1.	Hear the guest (Listen carefully)	- Alright I understand sir/madam, please tell me more about the problem.
2.	Empathize	- I will find some solution for you to fix this problem sir/madam.
3.	Apologize	- I apologize for this mistake sir/madam. We will give you free breakfast as compensation.
4.	Take proper action and follow up on guest's complaint	- Thank you for let us know about this problem sir/madam, it is very beneficial for us to improve our services. We make sure to make you enjoy and happy to stay in our resort.

AUTOBHIOGRAPHY



Ni Made Windy Astarini was born on November 1st, 1998 in Karangasem. She is the second daughter of The Late Ketut Ngurah Astawa and Made Resmini. The writer graduated from elementary school of SD N 9 Pedungan, Denpasar Selatan in 2011. And she graduated from SMP N 2 Sukasada in 2014. In 2017, she graduated from SMA Hang Tuah 2 Sidoarjo, East Java. Now, she is a student at Universitas Pendidikan Ganesha and her majority is Diploma III English Department. In last semester, she finished her last project entitled “The Procedures and Language Expressions Used in Handling Guest’s Complaints at Buyan Resort.”

