

Appendix 1 The Questionnaire of The Procedure and Language Expressions Used by Front Office Staff in Handling Check-in at U Paasha Seminyak Hotel

No.	Procedure	Language Expression
1.	Greet the guest, offer assistance and acknowledge the guest within 10 seconds.	 a. "Good morning/afternoon/evening welcome to U Paasha Seminyak, how may I help you?" (first timer) a. "Welcome back Mr/Mrs at U Paasha Seminyak, how may I assist you?" (returning guest)
2.	Establish if a reservation has been made.	a. "May I have your name, sir/madam? "May I have the booking's name, sir/madam?"
3.	Ask the guest to fill up the online or manual check-in registration.	 a. "Would you please to scan this barcode and complete the online registration with following details?" "If you prefer to do manual check in, I will assist you with it. May I have you to complete the registration card with

		following details?" (If guest refused to
		complete online check in and prefer manual
		-
		check in)
4.	Obtain passport/ID	a. "May I have your passport for scanning,
	to follow	please?
	legal/authority	
	requirements	
	(Manual or offline	
	check in)	
		VENDIDIE.
5.	Reconfirm guest	a. "Alright Mr/Mrs, allow me to re-confirm
5.		
1	reservation.	your reservation. You have made a booking
		for 3 nights in our Suite with view and this is
	~ <	a non-smoking room with a king size bed, is
		that correct sir/madam?"
		If the guest answer is yes, followed by
		explaining the guest benefit, such as the
		room is include breakfast and other
		information that guests may require.
		"Also, your room is include breakfast for 2
		pax. Our breakfast concept is wherever and
		whenever, you may enjoy your breakfast in
		our restaurant or in your room starting from
		6.30 until 11.00. Since during this pandemic,
		our hotel is implemented a la carte style for
		breakfast. You may order the breakfast
		oreakiast. Tou may order the oreakiast

		continuous also and the large 1.0 (
		earlier and choose the breakfast menu. Here
		is the breakfast menu sir/madam"
6.	Reconfirm the room	a. "Since the room has been paid by travel
	payment and asked	agency. For your convenience during your
	for deposit.	stay, we required credit card for incidental
		charges. This is not processed but held for
		the duration of your stay. Upon check out,
		this is cancelled. Allow me to hold the
		amount of IDR" (If the room has been
		paid thru travel agent)
		PENDIDIR
	ALL STUD	A C
		"Mr/Mrs, since your room has not been
		paid yet with the total amount of IDR,
	5 8	how would you like to settle or take care
	N 19	your room charges? (Wait for guest
		response). For your convenience during your
		stay, we required credit card for incidental
		charges. This is not processed but held for
		the duration of your stay. Upon check out,
	σ_{i}	this is cancelled. Allow me to hold the
		amount of IDR" (If the payment
		method is POA (Payment on Arrival))
7.	Offer soap selection	a. "We have soap selection as our U Choose
		Program and our standard set up is
		Jasmine. Would you prefer other scent;
		bamboo, lemongrass or wild orchid?"
8.	Complete check-in	N/A
	and issue room.	

9.	Handover room key	a.	"Mr/Mrs, this is your room key, room
	and explain		number 509 that is located on the fifth
	facilities.		floor. For the facilities, we have 2
			restaurants, there are Alcove and Rooftop
			restaurant. For Alcove restaurant open start
			from 07:00 until 11:00 and our Rooftop bar
			& restaurant open at 11:00 until 20:00.
			Besides that, we also have rooftop
			swimming pool open start from 07:00 until
			19:00 and gym at our rooftop that open
		-	start from 06:00 until 22:00. We provide
		-	free bikes for all of ours in house guest, and
	An.	, Y 2	for the Wi-Fi you can login to U Paasha
	ST.		Guest, this is without password. We also
1	2 8	d	have 24 hour room policy, which means
			your check out time could be same as your
	- X	as	check in time, in the other word you can
		2	use the room 24 hour"
10.	Offer escorting to	a.	"Well Mr/Mrs, your check in process
	the room and offer		has been done, whilst your room is ready.
	assistance	1	My colleague, will escort you to the
			room. My name is, I am happy to assist
		VEL	you with any inquiries you may have
		- 340	during your stay. Please feel free to contact
			us by dialling number 1 if you require any
			assistance or any questions you may have.
			Enjoy your stay with us!"
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Appendix 2 The Questionnaire of The Procedure and Language Expressions Used by Front Office Staff in Handling Check-in at U Paasha Seminyak Hotel

Respondent A

No.	Procedure	Language Expression
1.	Greet the guest, offer assistance and acknowledge the guest within 10 seconds.	 a. "Good morning/afternoon/evening welcome to U Paasha Seminyak, how may I help you?" (first timer) a. "Welcome back Mr/Mrs at U Paasha Seminyak, how may I assist you?" (returning guest) a. "May I have your name, sir/madam?
2.	reservation has been made.	"May I have the booking's name, sir/madam?"
3.	Ask the guest to fill up the online or manual check-in registration.	 a. "Would you please to scan this barcode and complete the online registration with following details?" "If you prefer to do manual check in, I will assist you with it. May I have you to complete the registration card with following details?" (If guest refused to complete online check in and prefer manual check in)

4.	Obtain passport/ID	a. "May I have your passport for scanning,
	to follow	please?
	legal/authority	prouse :
	requirements	
	(Manual or offline	
	•	
	check in)	
5.	Reconfirm guest	a. "Alright Mr/Mrs, allow me to re-confirm
5.	reservation.	your reservation. You have made a booking
	Teser varion.	
		for 3 nights in our Suite with view and this
		is a non-smoking room with a king size bed,
	400	is that correct sir/madam?"
	S.	
1		If the guest answer is yes, followed by
		explaining the guest benefit, such as the
		to room is include breakfast and other
		information that guests may require.
		"Also, your room is include breakfast for 2
		pax. Our breakfast concept is wherever and
		whenever, you may enjoy your breakfast in
		our restaurant or in your room starting from
		6.30 until 11.00. Since during this
		pandemic, our hotel is implemented a la
		carte style for breakfast. You may order the
		breakfast earlier and choose the breakfast
		menu. Here is the breakfast menu
		sir/madam"

6.	Reconfirm the room	a. "Since the room has been paid by travel
	payment and asked	agency. For your convenience during your
	for deposit.	stay, we required credit card for incidental
		charges. This is not processed but held for
		the duration of your stay. Upon check out,
		this is cancelled. Allow me to hold the
		amount of IDR" (If the room has been
		paid thru travel agent)
		"Mr/Mrs, since your room has not
		been paid yet with the total amount of
	de.	IDR, how would you like to settle or
	1 3V	take care your room charges? (Wait for
1		guest response). For your convenience
		during your stay, we required credit card
	2 4	for incidental charges. This is not processed
		but held for the duration of your stay. Upon
	NG	check out, this is cancelled. Allow me to
		hold the amount of IDR" (If the
		payment method is POA (Payment on
		Arrival))
7.	Offer soap selection	a. "We have soap selection as our U Choose
/.	oner soap selection	Program and our standard set up is Jasmine.
		Would you prefer other scent; bamboo,
		lemongrass or wild orchid?"
8.	Complete check-in	N/A
	and issue room.	

9.	Handover room key	а	"Mr/Mrs, this is your room key, room
	and explain	u.	number 509 that is located on the fifth floor.
	-		
	facilities.		For the facilities, we have 2 restaurants,
			there are Alcove and Rooftop restaurant.
			For Alcove restaurant open start from 07:00
			until 11:00 and our Rooftop bar &
			restaurant open at 11:00 until 20:00.
			Besides that, we also have rooftop
			swimming pool open start from 07:00 until
			19:00 and gym at our rooftop that open start
			from 06:00 until 22:00. We provide free
		-	bikes for all of ours in house guest, and for
	Ale	, Y 2	the Wi-Fi you can login to U Paasha Guest,
	SI'		this is without password. We also have 24
		1	hour room policy, which means your check
1		N	out time could be same as your check in
	~ <		time, in the other word you can use the
	1	1	room 24 hour"
10.	Offer escorting to	2	"Well Mr/Mrs, your check in process
10.	the room and offer		has been done, whilst your room is ready.
	assistance		My colleague, will escort you to the
	assistance	1	
	σ_i	۷'n	room. My name is, I am happy to assist
		No.	you with any inquiries you may have during
		-	your stay. Please feel free to contact us by
			dialling number 1 if you require any
			assistance or any questions you may have.
			Enjoy your stay with us!"

Appendix 3 The Questionnaire of The Procedure and Language Expressions Used by Front Office Staff in Handling Check-in at U Paasha Seminyak Hotel

Respondent B

No.	Procedure	Language Expression
1.	Greet the guest,	a. "Good morning/afternoon/evening
	offer assistance and	welcome to U Paasha Seminyak, how may
	acknowledge the	I help you?" (first timer)
	guest within 10	a an c
	seconds.	a. "Welcome back Mr/Mrs at U Paasha
		Seminyak, how may I assist you?"
	~ 8	(returning guest)
		N (NATIONITIES)
2.	Establish if a	a. "May I have your name, sir/madam?
	reservation has	
	been made.	"May I have the booking's name,
		sir/madam?"
3.	Ask the guest to fill	a. "Would you please to scan this barcode and
	up the online or	complete the online registration with
	manual check-in	following details?"
	registration.	
		"If you prefer to do manual check in, I will
		assist you with it. May I have you to

		complete the registration card with following details?" (If guest refused to complete online check in and prefer manual check in)
4.	Obtain passport/ID to follow legal/authority requirements (Manual or offline check in)	a. "May I have your passport for scanning, please?
5.	Reconfirm guest reservation.	 a. "Alright Mr/Mrs, allow me to re-confirm your reservation. You have made a booking for 3 nights in our Suite with view and this is a non-smoking room with a king size bed, is that correct sir/madam?" If the guest answer is yes, followed by explaining the guest benefit, such as the room is include breakfast and other information that guests may require. "Also, your room is include breakfast for 2 pax. Our breakfast concept is wherever and whenever, you may enjoy your breakfast in our restaurant or in your room starting from 6.30 until 11.00. Since during this pandemic, our hotel is implemented a la

		carte style for breakfast. You may order the
		breakfast earlier and choose the breakfast
		menu. Here is the breakfast menu
		sir/madam"
б.	Reconfirm the room	a. "Since the room has been paid by travel
	payment and asked	agency. For your convenience during your
	for deposit.	stay, we required credit card for incidental
	-	charges. This is not processed but held for
		the duration of your stay. Upon check out,
		this is cancelled. Allow me to hold the
		amount of IDR" (If the room has been
	alle a	paid thru travel agent)
1		STORE STORE
		"Mr/Mrs, since your room has not
		been paid yet with the total amount of
		IDR, how would you like to settle or
		take care your room charges? (Wait for
		guest response). For your convenience
		during your stay, we required credit card
	D.	for incidental charges. This is not processed
		but held for the duration of your stay. Upon
		check out, this is cancelled. Allow me to
		hold the amount of IDR" (If the
		payment method is POA (Payment on
		Arrival))
7.	Offer soon solution	a. "We have soap selection as our U Choose
/.	Offer soap selection	-
		Program and our standard set up is Jasmine.
		Would you prefer other scent; bamboo,
		lemongrass or wild orchid?"

8.	Complete check-in	N/A
	and issue room.	
9.	Handover room key	a. "Mr/Mrs, this is your room key, room
	and explain	number 509 that is located on the fifth floor.
	facilities.	For the facilities, we have 2 restaurants,
		there are Alcove and Rooftop restaurant.
		For Alcove restaurant open start from 07:00
		until 11:00 and our Rooftop bar &
		restaurant open at 11:00 until 20:00.
		Besides that, we also have rooftop
		swimming pool open start from 07:00 until
	(AN	19:00 and gym at our rooftop that open start
	SV.	from 06:00 until 22:00. We provide free
4	N S	bikes for all of ours in house guest and free
		Wi-Fi connection this is without password.
	- (Also, our 24 hour room guarantee is a much
		loved feature allowing guests to check out
	N.C	as late as the time they check-in"
10		
10.	Offer escorting to	a. "Well Mr/Mrs, your check in process
	the room and offer	has been done, whilst your room is ready.
	assistance	My colleague, will escort you to the
	Contraction of the local division of the loc	room. My name is, I am happy to assist
		you with any inquiries you may have during
		your stay. Please feel free to contact us by
		dialling number 1 if you require any
		assistance or any questions you may have.
		Enjoy your stay with us!"
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AUTOBIOGRAPHY



Kadek Yunita Purnami was born on June, 16th 2000 in Tegallenga. Her father name is I Putu Swastika and her mother name is Ketut Suarniti. She lives in Tegallenga village, Buleleng district, Bali.

The writer graduated from elementary school of SD Negeri 2 Kalisada in 2012. She continued her study in SMP Negeri 1 Seririt and graduated in 2015. Then, In

2018, she graduated from SMA Negeri 1 Seririt. Now, she is a student in Ganesha University of Education and her majority is Diploma III English Study Program. In last semester, she finished her last project entitle "The Procedure and Language Expression used by Front Office Staff in Handling Check in at U Paasha Seminyak Hotel"

