



**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.	<p>a. “Good morning/afternoon/evening welcome to U Paasha Seminyak, how may I help you?” (first timer)</p> <p>a. “Welcome back Mr/Mrs... at U Paasha Seminyak, how may I assist you?” (returning guest)</p>
2.	Establish if a reservation has been made.	<p>a. “May I have your name, sir/madam?”</p> <p>“May I have the booking’s name, sir/madam?”</p>
3.	Ask the guest to fill up the online or manual check-in registration.	<p>a. “Would you please to scan this barcode and complete the online registration with following details?”</p> <p>“If you prefer to do manual check in, I will assist you with it. May I have you to complete the registration card with</p>

		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.	<p>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?”</p> <p>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.</p> <p>“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</p>

		earlier and choose the breakfast menu. Here is the breakfast menu sir/madam...”
6.	Reconfirm the room payment and asked for deposit.	<p>a. “Since the room has been paid by travel agency. 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, this is cancelled. Allow me to hold the amount of IDR.....” (If the room has been paid thru travel agent)</p> <p>“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 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))</p>
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 and issue room.	N/A

9.	Handover room key and explain facilities.	a. “Mr/Mrs....., this is your room key, room number 509 that is located on the fifth 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 for the Wi-Fi you can login to U Paasha Guest, this is without password. We also have 24 hour room policy, which means your check out time could be same as your check in time, in the other word you can use the room 24 hour”
10.	Offer escorting to the room and offer assistance	a. “Well Mr/Mrs....., your check in process has been done, whilst your room is ready. My colleague ....., will escort you to the 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!”

**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.	<p>a. “Good morning/afternoon/evening welcome to U Paasha Seminyak, how may I help you?” (first timer)</p> <p>a. “Welcome back Mr/Mrs... at U Paasha Seminyak, how may I assist you?” (returning guest)</p>
2.	Establish if a reservation has been made.	<p>a. “May I have your name, sir/madam?”</p> <p>“May I have the booking’s name, sir/madam?”</p>
3.	Ask the guest to fill up the online or manual check-in registration.	<p>a. “Would you please to scan this barcode and complete the online registration with following details?”</p> <p>“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)</p>

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.	<p>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?”</p> <p>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.</p> <p>“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...”</p>

6.	Reconfirm the room payment and asked for deposit.	<p>a. “Since the room has been paid by travel agency. 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, this is cancelled. Allow me to hold the amount of IDR.....” (If the room has been paid thru travel agent)</p> <p>“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 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))</p>
7.	Offer soap selection	<p>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?”</p>
8.	Complete check-in and issue room.	N/A



9.	Handover room key and explain facilities.	<p>a. “Mr/Mrs....., this is your room key, room number 509 that is located on the fifth 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 &amp; 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 the Wi-Fi you can login to U Paasha Guest, this is without password. We also have 24 hour room policy, which means your check out time could be same as your check in time, in the other word you can use the room 24 hour”</p>
10.	Offer escorting to the room and offer assistance	<p>a. “Well Mr/Mrs....., your check in process has been done, whilst your room is ready. My colleague ....., will escort you to the 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!”</p>

**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, offer assistance and acknowledge the guest within 10 seconds.	<p>a. “Good morning/afternoon/evening welcome to U Paasha Seminyak, how may I help you?” (first timer)</p> <p>a. “Welcome back Mr/Mrs... at U Paasha Seminyak, how may I assist you?” (returning guest)</p>
2.	Establish if a reservation has been made.	<p>a. “May I have your name, sir/madam?”</p> <p>“May I have the booking’s name, sir/madam?”</p>
3.	Ask the guest to fill up the online or manual check-in registration.	<p>a. “Would you please to scan this barcode and complete the online registration with following details?”</p> <p>“If you prefer to do manual check in, I will assist you with it. May I have you to</p>

		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.	<p>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?”</p> <p>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.</p> <p>“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</p>

		<p>carte style for breakfast. You may order the breakfast earlier and choose the breakfast menu. Here is the breakfast menu sir/madam...”</p>
6.	<p>Reconfirm the room payment and asked for deposit.</p>	<p>a. “Since the room has been paid by travel agency. 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, this is cancelled. Allow me to hold the amount of IDR.....” (If the room has been paid thru travel agent)</p> <p>“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 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))</p>
7.	<p>Offer soap selection</p>	<p>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?”</p>

8.	Complete check-in and issue room.	N/A
9.	Handover room key and explain facilities.	<p>a. “Mr/Mrs...., this is your room key, room number 509 that is located on the fifth 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 &amp; 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 free Wi-Fi connection this is without password. Also, our 24 hour room guarantee is a much loved feature allowing guests to check out as late as the time they check-in”</p>
10.	Offer escorting to the room and offer assistance	<p>a. “Well Mr/Mrs....., your check in process has been done, whilst your room is ready. My colleague ....., will escort you to the 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!”</p>

## 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"

