APPENDIX

Appendix 1 Questionnaire

NO	Procedure	Language Expression
1	Greet the guest and offer assistance	
2	Listen attentively and acknowledge the problem	
3	Apologize &Empathize	
4	Solve the issues and confirm the problem	
5	Thanks the guest for bringing the issues to the hotel and confirm that the incident will not happen in the future	
6	Follow up to the guest	

Appendix 2 Questionnaire of Language Expression used in Handling Complaint by receptionist 1

NO	Procedure	Language Expression
1	Greet the guest and offer assistance	• Good morning, afternoon, evening, how may I assist you with?
2	Listen attentively and acknowledge the problem	• Could you explain your problem sir/madam?
3	Apologize &Empathize	• Sir/Madam I do apologize for the

		inconvenience caused.
4	Solve the issues and confirm the problem	• Regarding the issue about the water sink was smelled. Allow me to send our colleague for checking the issue.
5	Thanks the guest for bringing the issues to the hotel and confirm that the incident will not happen in the future	• Thank you for your feedback sir/madam. It will help us to improve our services in the future.
6	Follow up to the guest	• Good morning, afternoon, evening I just would like to make sure that since this morning you have experience with AC not cold issue. How was the AC right now? If you need any further assistance please don't hesitate to contact us.

Appendix 3 Questionnaire of Language Expression used in Handling Complaint by receptionist 2

NO	Procedure	Language Expression
1	Greet the guest and offer assistance	• Good morning, afternoon, evening, how may I assist you with?
2	Listen attentively and acknowledge the problem	• Could you explain your problem sir/madam?

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3	Apologize &Empathize	• Sir/madam I want to begin by apologizing for the problem and ensure that it doesn't happen again.
4	Solve the issues and confirm the problem	• Let me inform to housekeeper right away to clean up your room.
5	Thanks the guest for bringing the issues to the hotel and confirm that the incident will not happen in the future	• Thank you for taking your time to bring this issue in our hotel. I appreciate your feedback about our hotel.
6	Follow up to the guest	• Good morning, afternoon, evening I just would like to make sure that since this morning you have experience with AC not cold issue. How was the AC right now? If you need any further assistance please don't hesitate to contact us.

AUTOBHIOGRAPHY

Made Devita Arya Maharani was born in Surabaya on 01 March 2000. Her father's name is I Gede Arayasa and her mother's name is Luh Putu Suastini. She lives in Jln. Udayana II no. 20 Seririt, Buleleng district, Bali. The writer was finished her kindergarten at TK Bhayangkari Kemala Surabaya and graduated in the year of 2006.She continued to primary school at SDN Perak Barat Surabaya and graduate in year 2012. In 2012 the writer continued her study at SMPN 11 Surabaya and graduate in year 2015. In the year 2015, he graduate from SMA Negeri 1 Seririt and his majority is science. Now, he is a student in Undiksha University. His majority is Diploma III English Study Program. In last semester, she finished his last project entitle "The Procedures and Language Expressions Used in Handling Complaint in Front Office Department of Upaasha Seminyak Bali".