

APPENDICES



APPENDIX

Appendix : Questionnaire Online

<https://forms.gle/DQhZWAwKjXTzPyss9>

Pendaftaran untuk Mendapat Kaus

Pertanyaan Jawaban 3

3 jawaban

Menerima jawaban

Ringkasan Pertanyaan Individual

What is your name ?

3 jawaban

Hesty Afista Lestari

I Md Bayu Baskara

K teguh saputra giri

What is your e-mail address ?

Appendix 1 Questionnaire Online

Pendaftaran untuk Mendapat Kaus

Pertanyaan Jawaban 3

What is your e-mail address ?

3 jawaban

hestyfistayepoyow@gmail.com

Bayuandikamade@gmail.com

Kteguh38@gmail.com

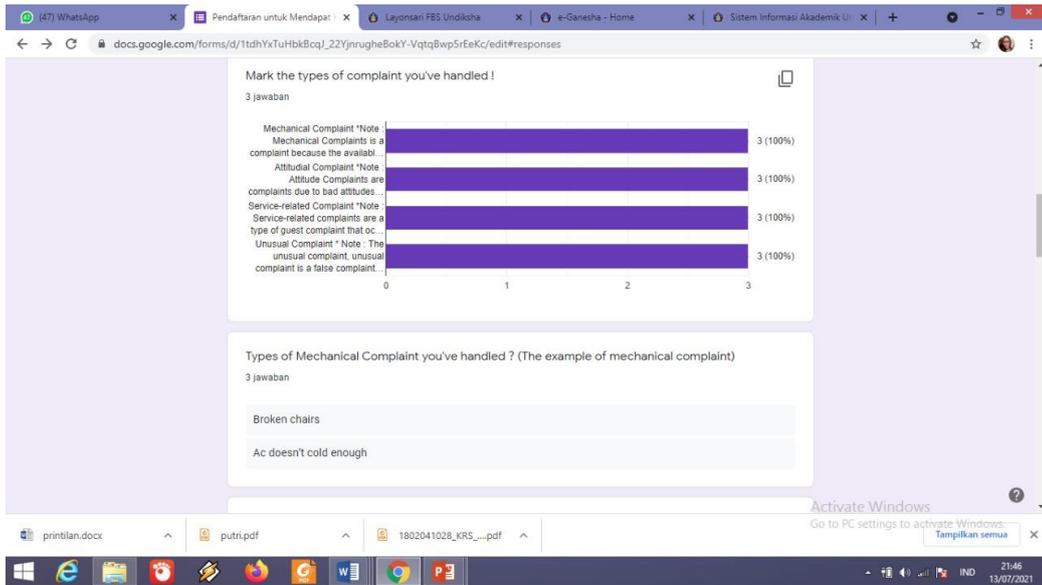
Have you been handling the complaint in the restaurant/place you've worked?

3 jawaban

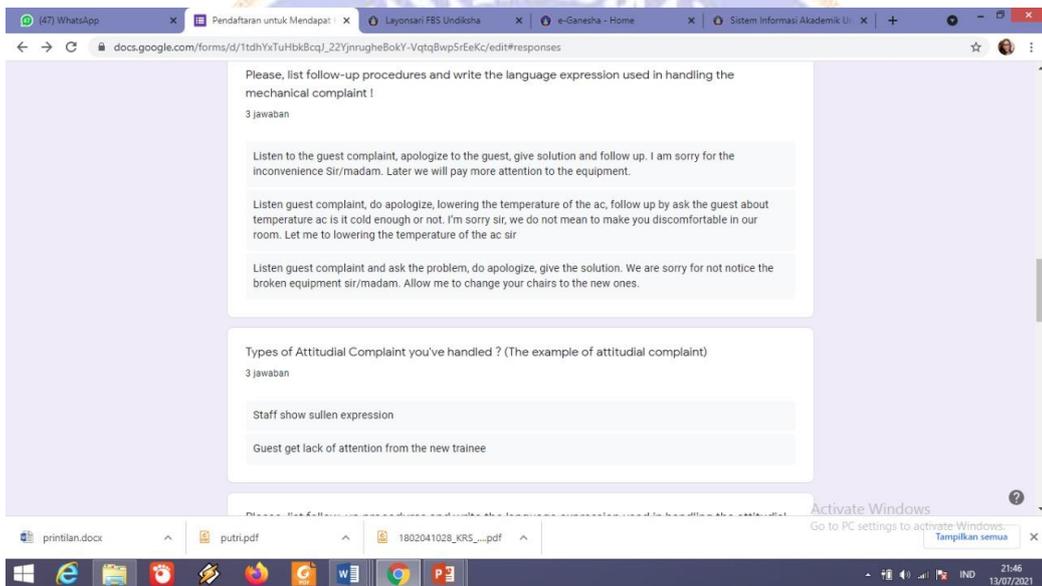
100%

Yes No

Appendix 2 Questionnaire Online



Appendix 3 Questionnaire Online



Appendix 4 Questionnaire Online

Types of Attitudinal Complaint you've handled? (The example of attitudinal complaint)

3 jawaban

Staff show sullen expression

Guest get lack of attention from the new trainee

Please, list follow-up procedures and write the language expression used in handling the attitudinal complaint

3 jawaban

Listen to the guest complaint, do apologize to the guest and teach the trainee about standard of service to the guest. We do apologize for the inconvenience Sir/madam, thus making the situation uncomfortable for you. We promise we will teach the trainee about the standard of service to the guests. So later there is no trainee doing lack of attention to the guest sir/madam.

Listen guest complaint, empathy to the guest, service the guest with good attitude. Excuse me sir/madam I notice you were disappointed about our unprofessional staff. We promise it never happened again.

Listen guest complaint, do apologize and show empathy to the guest, service properly. I am sorry for my behavior that makes you less pleasing in your heart sir/madam. We will do our best service in the future.

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Appendix 5 Questionnaire Online

Types of Service-related Complaint you've handled? (The example of service-related complaint)

3 jawaban

Late food arrival

Dirty cutlery

Food coming late

Please, list follow-up procedures and write the language expression used in handling the service-related complaint

3 jawaban

Listen to the guest complaint, do apologize, thank the guest for the complaint. I'm sorry sir/madam for the late food arrival. It is not usually happened, hope you still excited.

Listen guest complaint, check the cutlery, do apologize, give the solution (give new cutlery)

Listen guest complaint, apologize, ask the chef about food how long it will ready. I apologize for the inconvenience sir/madam. The kitchen is busy. Please wait for five minutes I would like to check your food with the chef.

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13/07/2021

Appendix 6 Questionnaire Online

Types of Unusual Complaint you've handled ? (The example of unusual complaint)

3 jawaban

Work accident (dropping a glass in front of the guest)

There is no place for smoking area

Guest booked table in non smoking area but got table with smoking area

Please, list follow-up procedures and write the language expression used in handling the unusual complaint

3 jawaban

Do apologize to the guest and contact the manager that in charge at that time, help the guest while waiting the manager. We apologize for this incident sir/madam. We do not mean to be unprofessional I promise I would do my best in the next services

Listen guest complaint, do apologize, inform the guest the restaurant doesn't have smoking area. I'm sorry sir/madam our restaurant doesn't have a special space for smoking area because our hotel only has an indoor restaurant, and it is for a non smoking area.

Listen guest complaint, do apologize, give new table with non smoking area. We do apologize sir /madam.

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Appendix 7 Questionnaire Online

There is no place for smoking area

Guest booked table in non smoking area but got table with smoking area

Please, list follow-up procedures and write the language expression used in handling the unusual complaint

3 jawaban

Do apologize to the guest and contact the manager that in charge at that time, help the guest while waiting the manager. We apologize for this incident sir/madam. We do not mean to be unprofessional I promise I would do my best in the next services

Listen guest complaint, do apologize, inform the guest the restaurant doesn't have smoking area. I'm sorry sir/madam our restaurant doesn't have a special space for smoking area because our hotel only has an indoor restaurant, and it is for a non smoking area.

Listen guest complaint, do apologize, give new table with non smoking area. We do apologize sir /madam. There is miss communication between the receptionist and the waiter. Allow me to find your new table with a non-smoking area for you Sir/Madam.

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Appendix 8 Questionnaire Online

AUTOBIOGRAPHY



Ni Komang Putri Sri Herika was born in Penarukan on 08 of April 2000. The writer is third child of four siblings. Her father's name is deceased Wayan Rena and her mother's name is Ni Made Rediamin. She live at Kerobokan village, Sawan district, Buleleng regency, Bali. The writer finished her primary school at SD Negeri 1 Sangsit and graduated in 2012. She continued her study to junior high school at SMP Negeri 3 Singaraja and graduated in the year of 2015. In the year of 2018, she graduated her senior/vocational high school in SMA Negeri 3 Singaraja. Now, she is student in Ganesha University of Education. Her majority is English Diploma III Study Program. In the last semester, she finished her final project entitle "Types of Complaints, The Follow-up Procedures and The Language Expressions Used in Handling Complaints at Restaurants in Bali".

