

TYPES OF COMPLAINTS, THE FOLLOW-UP PROCEDURES AND THE LANGUAGE EXPRESSIONS USED IN HANDLING COMPLAINTS AT RESTAURANTS IN BALI

Written By:

Ni Komang Putri Sri Herika, NIM 1802041028

Diploma III English Study Program

ABSTRACT

This study focused in identifying types of complaints at restaurants in Bali, follow-up procedures and the language expression used in handling the complaint at restaurants in Bali. The subjects of this study were three selected waiter/s from Harris Cafe, Segara The Seaside Bar and Restaurants and Adirama Beach Hotel. For the instruments used in collecting data the writer used questionnaire to obtained the data. After the data obtained, the writer could concluded the response from the respondents. The conclusion is all of respondents have experienced in handling four types of complaints, have the follow-up procedures and language expression used in handling the complaints.

Keywords : Types of Complaints, Follow-up Procedures, Language ExpressionS

TYPES OF COMPLAINTS, THE FOLLOW-UP PROCEDURES AND THE LANGUAGE EXPRESSIONS USED IN HANDLING COMPLAINTS AT RESTAURANTS IN BALI

Oleh :

Ni Komang Putri Sri Herika, NIM 1802041028

Diploma III Bahasa Inggris

ABSTRAK

Penelitian ini difokuskan untuk mengidentifikasi jenis keluhan pada restoran di Bali, prosedur tindak lanjut dan ekspresi bahasa yang digunakan dalam menangani keluhan pada restoran di Bali. Subjek penelitian ini adalah tiga pelayan dari Harris Cafe, Segara The Seaside Bar and Restoran dan Adirama Beach Hotel. Instrumen yang digunakan dalam pengumpulan data penulis menggunakan kuesioner untuk memperoleh data. Setelah data diperoleh, penulis dapat menyimpulkan tanggapan dari responden. Kesimpulannya adalah semua responden telah berpengalaman dalam menangani empat jenis pengaduan, memiliki prosedur tindak lanjut dan ekspresi bahasa yang digunakan dalam menangani pengaduan.

Kata kunci : Jenis Pengaduan, Prosedur Tindak Lanjut, Ekspresi Bahas