

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

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Untuk memenuhi salah satu persyaratan
Dalam menyelesaikan Program Diploma Tiga
Program Studi Bahasa Inggris
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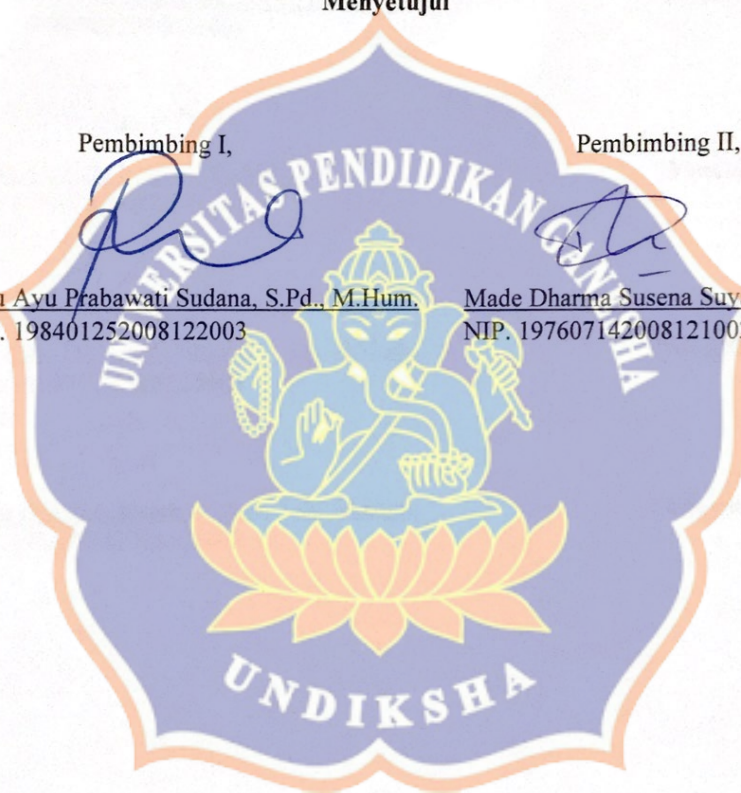


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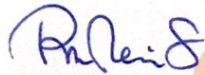
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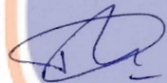
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PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul **“Types of Complaints, The Follow-up Procedures and The Language Expressions Used in Handling Complaints at Restaurants in Bali”** beserta seluruh isinya adalah benar karya sendiri dan tidak melakukan penjiplakan dan mengutip dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan saya ini saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan karya saya ini, atau ada klaim terhadap keaslian karya

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Yang membuat pernyataan,

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