

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

Based on the result of the study about the Bartender's Expressions in handling complaints at Sofitel Bali Nusa Dua, it could be concluded as follows:

5.1.1 There are some complaints faced by the bartender at Sofitel Bali Nusa Dua, namely: mechanical problems, attitude, cleanliness, food testing, late food arrivals. This complaint caused is the most common thing in a bar and gets a 100% frequency.

5.1.2 The bartender at Sofitel Bali Nusa Dua used some language expressions in handling the complaint. The language expressions used were as follows for a **mechanical problem**, "*we do apologize sir/madam for the inconvenience in regard of our blender, but we would give you other option to make your order in other outlet or if you don't mind you can change your order with another drink?*". "*I do apologize sir/madam I just to inform, for now, our coffee machine is still ruin and around 30 minutes the engineering team will fix it, would you like to order tea or other drink?*", **Attitude** "*I am sorry regard to the way we service you sir/madam, in the future we will make sure every day we would arrange training schedule to avoid something like this no happen anymore.*". "*I am so sorry sir/madam, this is our menu food and beverages once again I am sorry.*" **Cleanliness**, "*We do apologize in regard of table cleanliness sir/madam if you don't mind, we already prepared another table that we cleaning already with cleanliness procedure.*" "*Excuse me sir/madam we are really sorry for water of pool is dirty, let me calling team first*". **Food testing**, "*We do apologize sir/madam if the food doesn't meet your expectations, please tell me in details what are the problem so we can report to the kitchen and they can make the new one for*

you”, “Excuse me sir/madam I really sorry since the food are not seems like on your expectation, let me talk to the chef and chef will explain to you sir/madam”. **Late food arrivals**, “I feel sorry for your food has come late sir/madam this happened regarding the order came at same time, I hope the taste of your food would be fix everything”. “We do apologize for making you waiting sir/madam, your food is still on progress around 20 minutes, the kitchen still crowded”.

5.2 Suggestions

- 5.2.1 In the future, the writer expects everyone working in the hospitality industry to learn how to handle complaints with a polite language expression to be a professional hotelier.
- 5.2.2 The result of the study is still not perfect. For another researcher, it is recommended to obtain more information, provide subjects to gain more data, and use various instruments to make the research more perfect.

