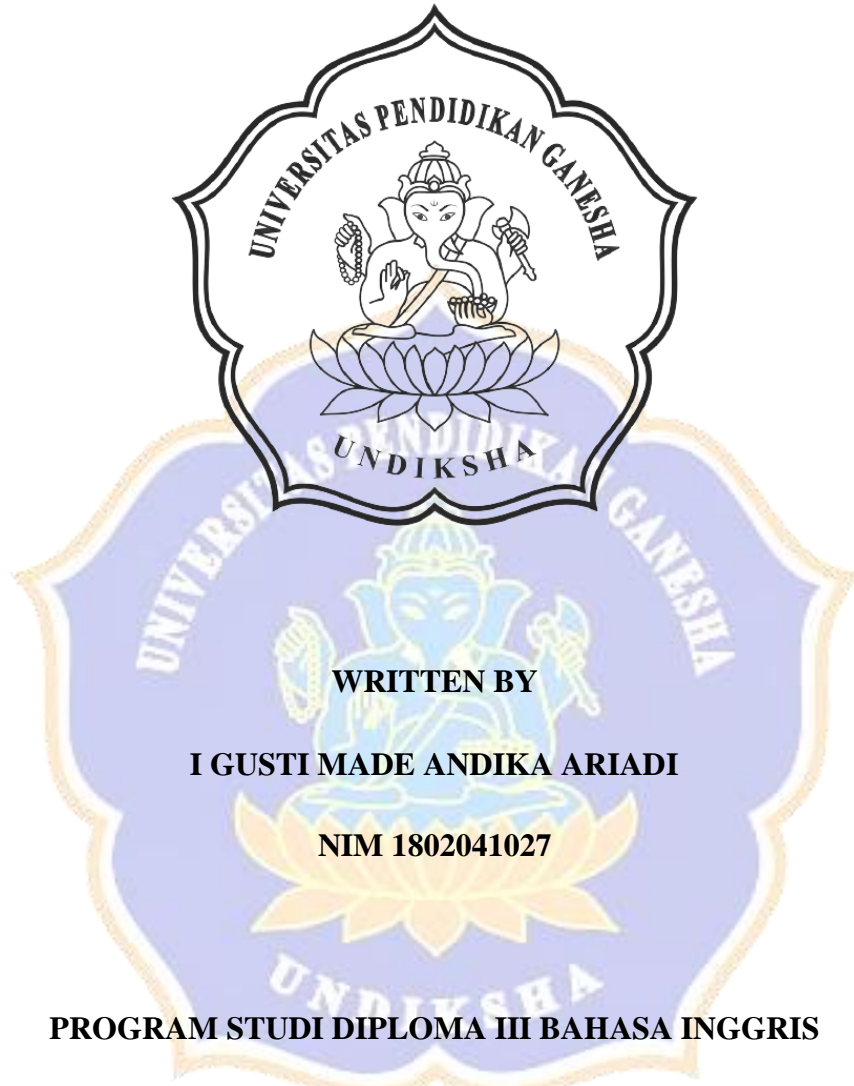


BARTENDER'S EXPRESSIONS IN HANDLING COMPLAINT



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TUGAS AKHIR

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DAN MEMENUHI SYARAT-SYARAT UNTUK
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Singaraja, 22 July 2021



The Writer

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Table 3. 1 The Example of the complaint faced in Handling Complaint Form

| No | Complaint Caused | Respondents(n) | | | % |
|----|---------------------|----------------|----|---|---|
| | | I | II | F | |
| 1 | Mechanical problems | | | | |
| 2 | Attitude | | | | |
| 3 | Cleanliness | | | | |
| 4 | Food testing | | | | |
| 5 | Late food arrivals | | | | |

Table 3. 2 The Example of Language Expressions in Handling Complaint Form

| No | Complaint Caused | Question | Respondent(n) | | Language Expression | Remark |
|----|---------------------|----------|---------------|----|---------------------|--------|
| | | | Yes | No | | |
| 1 | Mechanical problems | | | | | |
| 2 | Attitude | | | | | |
| 3 | Cleanliness | | | | | |
| 4 | Food | | | | | |

| | | | | | | |
|---|----------------------|--|--|--|--|--|
| | Tasting | | | | | |
| 5 | Late Food Arrival | | | | | |



Table 4. 1 The problem complained by guests at Sofitel Bali Nusa Dua.

| No | Complaint Caused | Respondents | | F | % |
|----|---------------------|-------------|----|---|------|
| | | I | II | | |
| 1 | Mechanical problems | ✓ | ✓ | 2 | 100% |
| 2 | Attitude | ✓ | ✓ | 2 | 100% |
| 3 | Cleanliness | ✓ | ✓ | 2 | 100% |
| 4 | Food testing | ✓ | ✓ | 2 | 100% |
| 5 | Late food arrivals | ✓ | ✓ | 2 | 100% |

The language expressions used by Bartender's staff at Sofitel Bali Nusa Dua in responding to guest complaint.

| No | Complaint Caused | Question | Respondent(n) | | Language Expression | Remark |
|----|---------------------|------------------------------------------------------|---------------|----|-----------------------------------------------------------------------------------------------------------------|--------|
| | | | Yes | No | | |
| 1 | Mechanical problems | Do you get any complaints about mechanical problems? | ✓ | | We do apologize sir/madam, for the inconvenience regarding our blender, but we would give you another option to | |

| | | | | | | |
|---|----------|-------------------------------------------|---|--|-------------------------------------------------------------------------------------------------------------------------------------------------|--|
| | | | | | make your order in another outlet or if you don't mind you can change your order with another drink? | |
| 2 | Attitude | Do you get any complaints about attitude? | ✓ | | I am sorry regarding the way we service you sir/madam, in the future, we will make sure every day we would arrange a training schedule to avoid | |

| | | | | | | |
|---|--------------|-----------------------------------------------------|---|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| | | | | | something like this no happen anymore. | |
| 3 | Cleanliness | Do you get any complaints about cleanliness in Bar? | ✓ | | We do apologize in regards to table cleanliness sir/madam if you don't mind, we already prepared another table that we cleaning already with cleanliness procedure. | |
| 4 | Food tasting | Do you get any complaints about | ✓ | | We do apologize sir/madam if the food | Expectation about the level |

| | | | | | | |
|---|---------------|---------------|-----------------------------------------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| | | food testing? | | | doesn't meet your expectations , please tell me in detail what is the problem so we can report to the kitchen and they can make the new one for you. | of meat maturity |
| 5 | Late arrivals | food | Do you get any complaints about late food arrivals? | ✓ | I feel sorry for your food has come late sir/madam this happened regarding the order came at the | . |

| | | | | | | |
|--|--|--|--|--|-------------------------------------------------------------------|--|
| | | | | | same time, I hope the taste of your food would be fix everything. | |
|--|--|--|--|--|-------------------------------------------------------------------|--|

| No | Complaint Caused | Question | Respondent(n) | | Language Expression | Remark |
|----|---------------------|------------------------------------------------------|---------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| | | | Yes | No | | |
| 1 | Mechanical problems | Do you get any complaints about mechanical problems? | ✓ | | I do apologize sir/madam I just to inform you, for now, our coffee machine is still ruined and in around 30 minutes the engineering team will | When the coffee machine was ruined. |

| | | | | | | |
|---|-------------|--------------------------------------------------------------------|---|--|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| | | | | | fix it, would you like to order tea or another drink? | |
| 2 | Attitude | Do you get any complaints about attitude? | ✓ | | I am so sorry sir/madam, this is our menu food and beverages once again I am sorry. | Do not offer a menu for the guest. |
| 3 | Cleanliness | Do you get any complaints about cleanliness in Bar? | ✓ | | Excuse me sir/madam we are really sorry for the water in the pool is dirty, let me call the | The water in the pool is dirty. |

| | | | | | | |
|---|--------------------|-----------------------------------------------------|---|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| | | | | | team first. | |
| 4 | Food tasting | Do you get any complaints about food testing? | ✓ | | Excuse me sir/madam I really sorry since the food does not seem like your expectation , let me talk to the chef, and our chef will explain to you sir/madam. | |
| 5 | Late food arrivals | Do you get any complaints about late food arrivals? | ✓ | | We do apologize for making you waiting for sir/madam, your food | The guest orders at the same time and the only one restaurant |

| | | | | | | |
|--|--|--|--|--|---------------------------------------------------------------------------|----------|
| | | | | | is still in progress for around 20 minutes, the kitchen is still crowded. | 's open. |
|--|--|--|--|--|---------------------------------------------------------------------------|----------|



PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul “*Bartender’s Expressions In Handling Complaint*” beserta seluruh isinya adalah benar – benar karya saya sendiri, dan saya tidak melakukan penjiplakan dan mengutip dengan cara – cara tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan saya ini, sikap saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini, atau klaim terhadap keaslian karya saya.

