



# APPENDICES

Respondent A

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       |        | ✓     |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

### Handling Guest Complain

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       | ✓      |       |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        | ✓     |        |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |
|                                   |                  |       |        |       |

Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       |        | ✓     |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        | ✓     |        |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       |       |        | ✓     |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Respondent B

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |



### Handling Guest Complains

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            |       | ✓      |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Respondent C

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            |       | ✓      |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        | ✓     |        |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            |       | ✓      |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        | ✓     |        |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

### Handling Guest Complaint

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            |       | ✓      |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       |        | ✓     |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |
|                                   |                  |       |        |       |

Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       |        | ✓     |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |



Respondent D

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        | ✓     |        |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            |       | ✓      |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       | ✓      |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Handling Guest Complain

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       |        | ✓     |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |
|                                   |                  |       |        |       |

Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       | ✓      |       |
|                                   | Surprised        | ✓     |        |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Respondent E

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       | ✓     |        |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       | ✓      |       |

Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       | ✓      |       |

### Handling Guest Complain

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            |       | ✓      |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       |        | ✓     |
|                                   | Surprised        | ✓     |        |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       |        | ✓     |
| Body Gesture                      | Thinking         |       |        | ✓     |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       | ✓      |       |



Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       | ✓     |        |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       | ✓      |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       |        | ✓     |
| Body Gesture                      | Thinking         |       |        | ✓     |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       | ✓      |       |

Respondent F

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       |        | ✓     |

Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       |        | ✓     |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       |        | ✓     |
| Body Gesture                      | Thinking         |       |        | ✓     |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       |        | ✓     |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

### Handling Guest Complain

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       |        | ✓     |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       |        | ✓     |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       |        | ✓     |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       |        | ✓     |

Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       | ✓      |       |
|                                   | Surprised        |       |        | ✓     |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       |        | ✓     |
| Body Gesture                      | Thinking         |       |        | ✓     |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       |        | ✓     |

Respondent G

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       | ✓      |       |



Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       |        | ✓     |

### Handling Guest Complain

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       | ✓      |       |
|                                   |                  |       |        |       |

Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       |        | ✓     |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       | ✓     |        |       |
| Eye Contact                       | Interested       | ✓     |        |       |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       | ✓      |       |

Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            |       | ✓      |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          | ✓     |        |       |
| Body Gesture                      | Thinking         | ✓     |        |       |
|                                   | Interested       | ✓     |        |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       |        | ✓     |
|                                   | Angry or Unhappy |       | ✓      |       |
|                                   | Bored            |       | ✓      |       |

Respondent H

Check In

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Check Out

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Handling Guest Complain

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       | ✓      |       |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       | ✓      |       |
|                                   | Empathy          |       | ✓      |       |
| Body Gesture                      | Thinking         |       | ✓      |       |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |

Explaining Hotel Facilities

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       |        | ✓     |
| Body Gesture                      | Thinking         |       |        | ✓     |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |



Answering Phone Call

| Kinds of Verbal Communication | Often | Seldom | Never |
|-------------------------------|-------|--------|-------|
| Oral Communication            | ✓     |        |       |
| Written Communication         |       |        | ✓     |

| Kinds of Non-Verbal Communication |                  | Often | Seldom | Never |
|-----------------------------------|------------------|-------|--------|-------|
| Facial Expression                 | Happy            | ✓     |        |       |
|                                   | Surprised        |       | ✓      |       |
|                                   | Angry            |       |        | ✓     |
|                                   | Empathy          |       |        | ✓     |
| Body Gesture                      | Thinking         |       |        | ✓     |
|                                   | Interested       |       | ✓      |       |
|                                   | Skepticism       |       | ✓      |       |
|                                   | Boredom          |       | ✓      |       |
|                                   | Suspicious       |       | ✓      |       |
| Eye Contact                       | Interested       |       | ✓      |       |
|                                   | Angry or Unhappy |       |        | ✓     |
|                                   | Bored            |       |        | ✓     |