APPENDIX: FLOWCHART

Cause 1: I did not have any experience in handling complaints. Cause 2: I did not have enough knowledge of the hotel facilities. Cause 3: I had fear of conflict of confrontation when handling guest complaints.	Problem: My difficulty in handling guests'complaints as a front office trainee at Hilton Hotel Bandung.	Effect 1: I did not enjoy working at Hilton Hotel. Effect 2: The guest were not statisfied with the answer that I gave. Effect 3: I felt stressed because I could not handle those complaints at the hotel.
Potential Negative Effects: 1. The guest might think that the hotel cannot give proper follow-up to everything well.	Potential Solution I: I will clarify the guests' expectations.	Potential Positive Effects: 1. I can make the guests satisfied.
Potential Negative Effects: 1. I will feel uncomfortable. 2. Hilton hotel will lose the guests if the guest keep complaining and I keep apologizing without giving any solution.	Potential Solution II: I will apologize and emphatize with the guests.	Potential Positive Effects: 1. The guests will be respected and happy. 2. I can reduce my stress in handling complaints.
Potential Negative Effects: 1. My supervisor will have to spend some extra time to teach me. 2. I will not be independent in handling guest complaints	Potential Solution III: I will consult with my supervisor to learn how to handle complaints.	Potential Positive Effects: 1. I will get more knowledge about handling guests' complaints from my supervisor. 2. I can avoid making mistakes and handle complaints appropriately.
	Chosen Solutions: PS I, II, III	