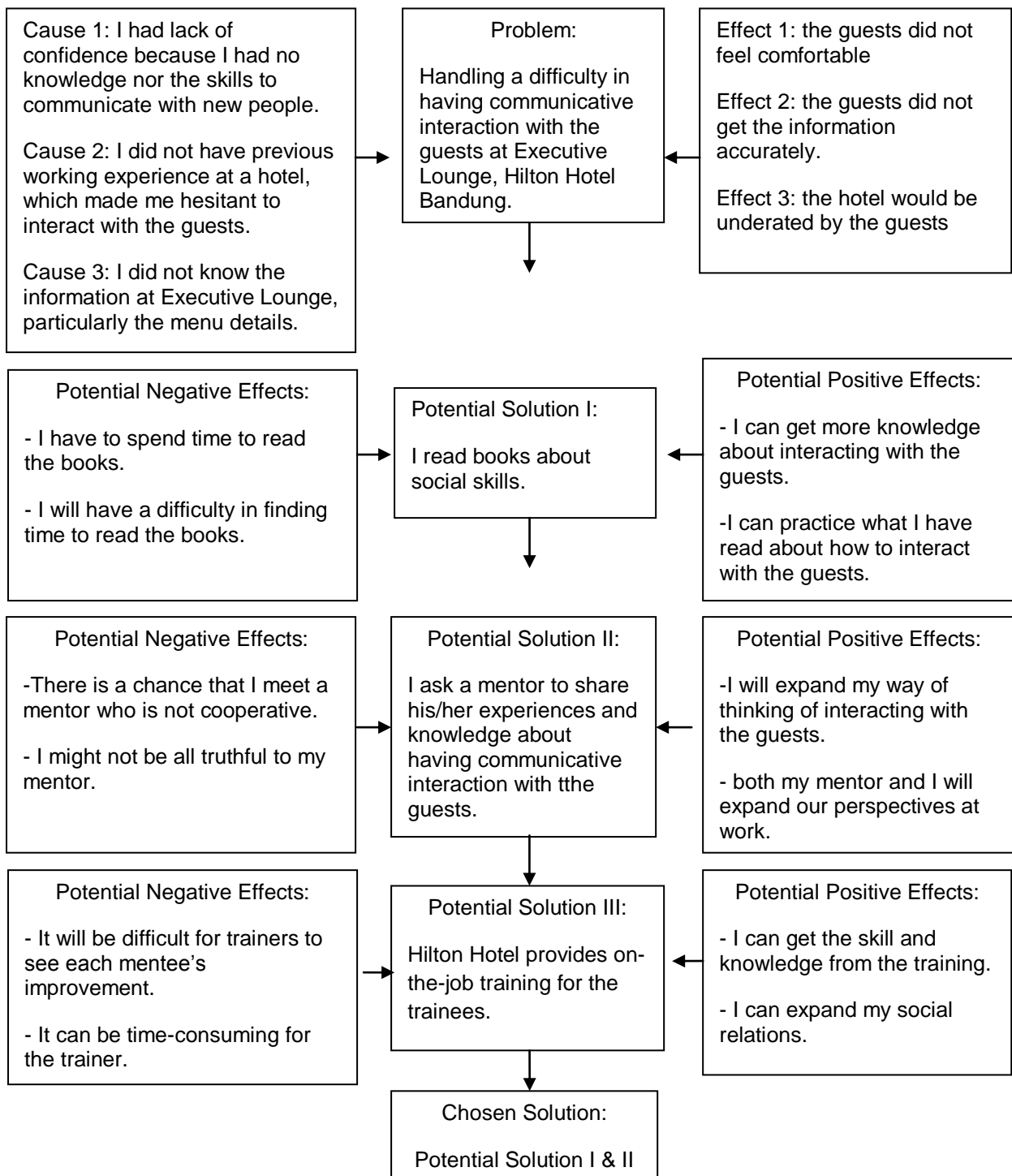


APPENDIX A FLOWCHART



APPENDIX B

TRANSCRIPTION OF THE INTERVIEW

Name of interviewer	: Elisabeth Sari Dewi Kesuma
Name of respondent	: Rommy
Day&date of interview	: 25 th October 2012
Place of interview	: Lobby, Hilton Hotel Bandung

Elisabeth : Good afternoon kak Rommy, thank you for your time. Is it okay for you to do this interview now?

Rommy : Definately, never mind.

Elisabeth : Okay, so let's start for the first question. Who is the owner of Hilton Hotel Bandung?

Rommy : The owner of Hilton Hotel Bandung is Mr. Tatang Hermawan. He is also the owner of the Conrad Hotel Bali.

Elisabeth : Alright. Could you tell me briefly about Hilton Hotel Bandung initially?

Rommy : Initially, Hilton Hotel Bandung was a tennis court which be rented for the local people. It was built by the architect from Singapore. The architect of Hilton Bandung is WOW Architects.

Elisabeth : And then, when was it built?

Rommy : Actually, the soft opening of Hilton Hotel Bandung was held on 29 February 2009. The grand opening of Hilton Hotel Bandung was held on 21 March 2009.

Elisabeth : Alright then. This is the end of my interview. Thanks once again for your contribution, kak Rommy.

Rommy : Sure! No problem.

Elisabeth : Have a good day! See you!

Rommy : You also! Bye.

APPENDIX C

LIST OF INTERVIEW QUESTIONS

Name of interviewer	: Elisabeth Sari Dewi Kesuma
Name of respondent	: Rommy
Day&date of interview	: 25 th October 2012
Place of interview	: Lobby, Hilton Hotel Bandung

1. Who is the owner of Hilton Hotel Bandung?
2. Could you tell me briefly about Hilton Hotel Bandung initially?
3. When was it built?