## **APPENDIX**

## A. FLOWCHART

## Causes: 1. I have never had any I was not competent to handle 1. My manager will notice working experience in a hotel complaints from the foreign that I cannot do my work 2. The senior front officer did and local guests at Grand properly not support me to handle the Serela hotel 2. The guests will not be satisfied and the image of complaints from the guests the hotel will be terrible 3. I was afraid that I would give a wrong solution because I did 3. I feel stressed out for not not get any training from the being able to handle hotel complaints Potential Negative Effects: Potential Solution I: Potential Positive Effects: 1. I cannot be independent to Asking the senior receptionists 1. I will be more confident in solve my problems in any to be my mentor so I can handling complaints situation handle the complaints from the 2. For handling guests' 2. I will disturb my senior guests properly complaints from the senior, I because they have job task am learning by doing Potential Negative Effects: Potential Solution II: Potential Positive Effects: 1. It takes time to read and Finding out some information 1. I can increase my understanding about the learn about how to deal with difficult 2. I need to spend some difficult customers customers by getting some budget for buying books and 2. I can be more competent resources from the books and using Internet at work the Internet Potential Negative Effects: Potential Solution III: Potential Positive Effects: 1. Training costs a lot of 1. I have a lot of practice Giving suggestion to my 2. I can be well-prepared to money for the hotel manager to hold training for 2. I spend much time at work handle complaints from the apprentice guests Chosen Solution: 1. I find information about how to deal with the characteristic of difficult customers by getting the resources from the books and the internet 2. I give suggestion to my manager to hold training for apprentice