APPENDIX A
FLOWCHART

Cause 1: I had lack of confidence because I had no knowledge nor the skills to communicate with new people.

Cause 2: I did not have previous working experience at a hotel, which made me hesitant to interact with the guests.

Cause 3: I did not know the information at Executive Lounge, particularly the menu details.

Problem:
Handling a difficulty in having communicative interaction with the guests at Executive Lounge, Hilton Hotel Bandung.

Effect 1: the guests did not feel comfortable
Effect 2: the guests did not get the information accurately.
Effect 3: the hotel would be underrated by the guests

Potential Solution I:
I read books about social skills.

Potential Positive Effects:
- I can get more knowledge about interacting with the guests.
- I can practice what I have read about how to interact with the guests.

Potential Negative Effects:
- I have to spend time to read the books.
- I will have a difficulty in finding time to read the books.

Potential Solution II:
I ask a mentor to share his/her experiences and knowledge about having communicative interaction with the guests.

Potential Positive Effects:
- I will expand my way of thinking of interacting with the guests.
- Both my mentor and I will expand our perspectives at work.

Potential Negative Effects:
- There is a chance that I meet a mentor who is not cooperative.
- I might not be all truthful to my mentor.

Potential Solution III:
Hilton Hotel provides on-the-job training for the trainees.

Potential Positive Effects:
- I can get the skill and knowledge from the training.
- I can expand my social relations.

Potential Negative Effects:
- It will be difficult for trainers to see each mentee’s improvement.
- It can be time-consuming for the trainer.

Chosen Solution:
Potential Solution I & II
APPENDIX B

TRANSCRIPTION OF THE INTERVIEW

<table>
<thead>
<tr>
<th>Name of interviewer</th>
<th>Elisabeth Sari Dewi Kesuma</th>
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<tbody>
<tr>
<td>Name of respondent</td>
<td>Rommy</td>
</tr>
<tr>
<td>Day&amp;date of interview</td>
<td>25th October 2012</td>
</tr>
<tr>
<td>Place of interview</td>
<td>Lobby, Hilton Hotel Bandung</td>
</tr>
</tbody>
</table>

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

Rommy : Definitely, 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 was 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

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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?