APPENDIX

A. FLOWCHART

Causes:
1. I have never had any working experience in a hotel
2. The senior front officer did not support me to handle the complaints from the guests
3. I was afraid that I would give a wrong solution because I did not get any training from the hotel

Problem:
I was not competent to handle complaints from the foreign and local guests at Grand Serela hotel

Effects
1. My manager will notice that I cannot do my work properly
2. The guests will not be satisfied and the image of the hotel will be terrible
3. I feel stressed out for not being able to handle complaints

Potential Negative Effects:
1. I cannot be independent to solve my problems in any situation
2. I will disturb my senior because they have job task
3. It takes time to read and learn
4. I need to spend some budget for buying books and using Internet

Potential Positive Effects:
1. I will be more confident in handling complaints
2. For handling guests’ complaints from the senior, I am learning by doing
3. I can increase my understanding about the difficult customers
4. I can be more competent at work

Potential Solution I:
Asking the senior receptionists to be my mentor so I can handle the complaints from the guests properly

Potential Solution II:
Finding out some information about how to deal with difficult customers by getting some resources from the books and the Internet

Potential Solution III:
Giving suggestion to my manager to hold training for apprentice

Potential Negative Effects:
1. Training costs a lot of money for the hotel
2. I spend much time at work
3. It takes time to read and learn
4. I need to spend some budget for buying books and using Internet

Potential Positive Effects:
1. I have a lot of practice
2. I can be well-prepared to handle complaints from the 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