

ATTACHMENT

Appendix 1 Name of the Subject

No	Name of the Subject	Age	Code of Subject	Activity	English Proficiency	Year of experience
1	I Gede Sugiarta	26 Years	G1	Active	Good	6 years
2	I Jro Wijaya	22 Years	G2	Active	Good	3 years
3	Ni Wiliani	21 Years	G3	Active	Decent	1 years
4	I Jro Cukup	27 Years	G4	Active	Good	5 years
5	Mk Kecen	31 Years	G5	Active	Decent	2 years

Appendix 2 Transcript of I Gede Sugiarta

No	Place	Tour Guide Utterance	Tourist Utterance
1	Meeting Point	<p>“Good morning! How are you guys? I’m Gede, your guide for today. Before we start these flashlights for you.”</p> <p>“Are you ready to climb, guys?”</p>	<p>“Hello Gede, Nice to meet you, we are good. Thank you”</p> <p>“ready”</p>
2	Mid trail	<p>“If you feel tired or need to take a break, just let me know.”</p> <p>“Are you okay? let me help please”</p>	<p>“That’s perfect.”</p> <p>“Okay,,, thank you”</p>

3	At the Summit	“Congratulations! We’ve reached the summit!”	“Wow! This view is unbelievable.”
	At the Summit	Excuse me guys, I'll go prepare your breakfast first for you, wait here, ok!” “Here’s your breakfast and tea. Enjoy the sunrise!” “Enjoy your time and the views, guys.”	“Okay....” “Thank you so much.” “The view is very beautiful, Gede, thanks.”
4	Descent	“Let’s be careful on the way down, because it's a little slippery.” “Let me know if you need my help.”	“My legs are already shaking!” “Ok, thanks.”
5	Finish	“Thank you for joining the trek. It was my pleasure.”	“We’ll recommend you to our friends.”

Appendix 3 Transcript of I Jro Wijaya

No	Place	Tour Guide Utterance	Tourist Utterance
1	Meeting Point	“Hello! Welcome to the Mount Batur area, guys. My name is jro Wijaya, your guide this morning, nice to meet you guys.” “Let's starts, guys, are you ready?”	“Hello, nice to meet you too, Jro Wijaya” “Yeahh come on”
2	Mid trail	“If you need to rest, please just let me know.” “My, I help you, let hold my hand please!” “Are you ok? Let me help.”	“We’re good, thank you.” “Aahh, thank you so much Wijaya, you are a good guide”

3	At the Summit	"Don't you mind if we see the sunrise from here? Because this is the most comfortable place to be quiet!" "Take your time, and enjoy the view guys" "You did it! Here's the sunrise view."	"It's okay, so many people here." "Certain Wijaya, tank you" "Incredible!"
	At the Summit	"Would you like me to take a foto of you both?"	"Yes, please!"
4	Descent	"Let's follow this safer route down." "Let me help please"	"You're very thoughtful, thank you." "Thank you"
5	Finish	"That's the end of our climb. How was it?"	"Amazing. Thanks for everything, wijaya."

Appendix 4 Transcript of Ni Wiliani

No	Place	Tour Guide Utterance	Tourist Utterance
1	Meeting Point	"hello, good morning! I'm your guide today, my name is Ni Wiliani, you can call me Wil. This flashlight is for you." "Okay, let's start right now guys" "Follow me."	"morning" "Nice to meet you will" "Yeah, come on,, wil" "Okay"
2	Mid trail	"Let's stay close together. The trail gets narrow ahead." "Yapp, every day always there are always many people climbing here." "If you feel tired, let me know, please, don't hesitate."	"Thanks. Do people hike here every day?" "Yes, wil, I am still strong."

3	At the Summit	<p>“Here we are! Take your time and enjoy.”</p> <p>“If you need me for help, take a photo, let's call me”</p>	<p>“Thanks for bringing us here, Wil.”</p> <p>“Okay, thank you”</p>
	At the Summit	<p>“Let me serve your breakfast.”</p> <p>“Before backing down, let's take pictures first.”</p>	<p>“Thank you, this is lovely.”</p> <p>“Wil, please take photos for a moment.”</p>
4	Descent	<p>“Please step carefully on the way, because it's slippery.”</p> <p>“Let's hold my hand.”</p>	<p>“Good thing you warned us.”</p> <p>“Thank you so much.”</p>
5	Finish	<p>“I hope you had a great time.”</p> <p>“Bye bye....”</p>	<p>“Unforgettable! Thank you so much, Wil.”</p> <p>“Bye, see you next time.”</p>

Appendix 5
Transcript of I Jro Cukup

No	Place	Tour Guide Utterance	Tourist Utterance
1	Meeting Point	<p>“Morning, how are you guys. I'm Cukup to be your guide this time. Sorry, are you ready?”</p>	<p>“Morning, nice to meet you cukup. We have been ready, haha.”</p>
2	Mid trail	<p>“Let me help, and hold my hand, please.”</p> <p>“Excuse me, let me carry your bag because there's a slope.”</p>	<p>“This trail is more challenging than we thought. Thanks”</p> <p>“Oh, no, thank you”</p>
3	At the Summit	<p>“Look at that horizon. The sun is rising.”</p> <p>”Off course”</p> <p>“May I help you take some photos for you at a good spot there ?”</p>	<p>“Can we sit here for a while?”</p> <p>“Okay, thank you so very much.”</p>

4	Descent	<p>“The way back down is really slippery, but don’t rush.”</p> <p>“Come on, let me help, hold my hand.”</p>	<p>“Thanks for guiding us safely.”</p> <p>“No thanks, it's easy.”</p>
5	Finish	<p>“We’re back at base. Great job! How was today, guys?”</p>	<p>“This was the best part of our trip, and we had good views.”</p>

Appendix 6
Transcript of I MK Kecen

No	Place	Tour Guide Utterance	Tourist Utterance
1	Meeting point	<p>“Good morning! Welcome to Mount Batur. I’m Mk Kecen, your guide today.”</p> <p>“If you are ready, let's go.”</p>	<p>“Hi, MK Kecen! We’re ready.”</p> <p>“Ok, go.”</p>
2	Mid trail	<p>“Are you okay? If you're tired, let's take a rest for a minute.”</p> <p>“Let me help, please. You look a little bit tired.”</p>	<p>“Thanks! My legs needed that.”</p> <p>“Thanks”</p>
3	At the Summit	<p>“Congratulations! You’ve reached the top, and enjoy the view of sunrise.”</p>	<p>“Totally worth waking up early!, ok, the views are really good.”</p>
4	Descent	<p>“Be careful, please, because in here it's very slippery!”</p> <p>“Let me help, please.”</p>	<p>“You’re full of good ideas.”</p> <p>“Thank you.”</p>
5	Finish	<p>“It was great guiding you both. See you next time, bye.”</p>	<p>“You MK it special. Okay, bye-bye. Thank you very much.”</p>

Appendix 7
Interview Guidelines (G1–G5)

No.	Interview Questions
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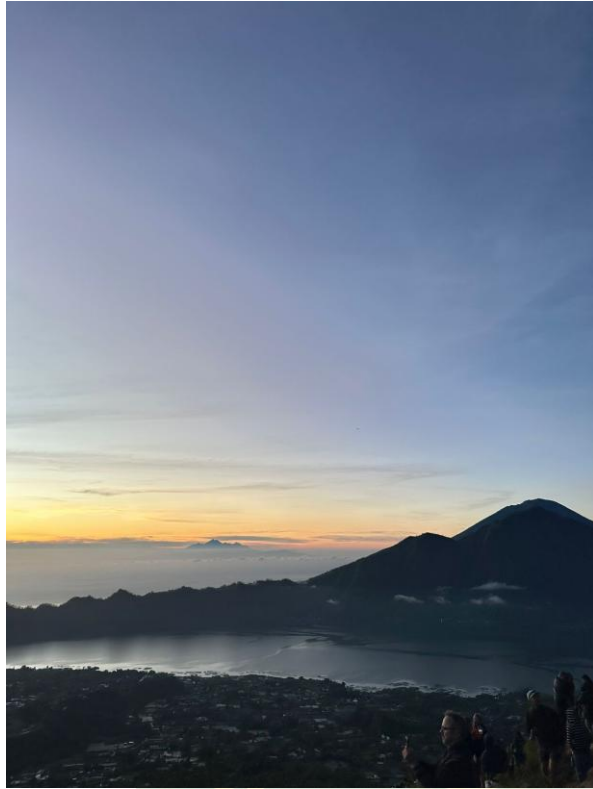
1	In your opinion, why is it important to speak politely to tourists while guiding?
2	How do you usually greet guests in English?
3	How do you give directions or instructions to guests in a polite way?
4	Can you give an example of how you politely make a request during a tour?
5	What do you usually say when a guest makes a mistake or behaves inappropriately?
6	How do you respond to complaints or negative comments from tourists?
7	Have you ever used jokes during the trip? How do you ensure that the jokes remain polite?
8	What types of words or expressions do you avoid when speaking with foreign tourists?

Documentation















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