

SYNTACTIC STRUCTURES OF EXPERIENCED AND TRAINEE RECEPTIONISTS IN HANDLING GUEST COMPLAINTS

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Keywords

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Hospitality
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Abstract

Effective communication plays a crucial role in hospitality services, particularly when hotel receptionists respond to guest complaints. However, limited attention has been given to how syntactic structures are used by receptionists with different levels of professional experience. This study aims to compare the syntactic structures used by experienced and trainee hotel receptionists when handling guest complaints. The research employed a qualitative descriptive approach. Data were collected from 12 complaint-response utterances produced by 12 receptionists working in star-rated hotels in Bali, consisting of six experienced receptionists and six trainee receptionists. The utterances were obtained from receptionist–guest interaction transcripts and analyzed based on syntactic structure classification, including simple, compound, and complex sentences. The results show that trainee receptionists tended to rely more frequently on simple sentence constructions, while experienced receptionists demonstrated a wider variety of syntactic structures, particularly compound and complex sentences. These findings indicate that professional experience may influence the diversity of syntactic patterns used in complaint-handling interactions. The study highlights the importance of developing varied syntactic structures in hospitality communication to support more effective responses to guest complaints.

Keywords: Syntactic structures, Hospitality communication, Hotel receptionists, Guest complaints, Professional experience

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INTRODUCTION

Communication is a fundamental component of service delivery in the hospitality industry. Hotels operate in highly interactive environments where employees regularly engage with guests from diverse linguistic and cultural backgrounds. Among hotel staff, receptionists play a particularly significant role because they serve as the primary contact point between guests and hotel management. Their responsibilities include providing information, managing reservations, and most importantly, responding to guest concerns or complaints. In situations involving complaints, communication must be handled carefully to maintain professionalism and customer satisfaction. The linguistic choices made by receptionists, including how sentences are structured, can influence the clarity of explanations, the perceived politeness of responses, and the overall effectiveness of service recovery (Biber, 2010; Cutting & Fordyce, 2020).

Handling guest complaints is widely recognized as a critical element of service quality in the hospitality sector. Service failures are inevitable in hospitality operations due to the complex nature of hotel services, which involve multiple departments and continuous interaction with guests. However, effective complaint management can transform negative experiences into opportunities to strengthen customer relationships and enhance guest loyalty (Ishak, Yuwantiningrum, & Samuel, 2023). Studies in hospitality management demonstrate that when employees respond to complaints promptly and professionally, guests are more likely to remain satisfied and even develop stronger trust in the service provider (Lubis, Dhabitah, & Wibowo, 2024). In such contexts, communication skills are essential because receptionists must acknowledge the problem, provide explanations, and offer solutions in a manner that is both clear and courteous.

Language proficiency is therefore a key competence for hotel receptionists, particularly in international tourism destinations where English is widely used as a *lingua franca*. Receptionists are expected to communicate effectively with guests who may have different linguistic backgrounds and varying levels of English proficiency. To communicate effectively in these situations, receptionists must not only possess adequate vocabulary but also be able to construct grammatically appropriate and meaningful sentences (Kim, Ahn, & Kim, 2023). Syntax, which refers to the arrangement of words and phrases to form sentences, plays an important role in shaping how messages are conveyed and interpreted (Radford, 2009; Purnama et al., 2025). In professional service encounters, well-structured sentences contribute to clarity, politeness, and the successful delivery of information.

In the field of applied linguistics, research on workplace communication has highlighted the importance of analyzing language use in specific professional contexts. English for Specific Purposes (ESP) studies have emphasized that language teaching should address the communicative needs of particular professions, including hospitality workers (Ma'fiah & Sumardiono, 2023). Within the hospitality sector, communication research has explored various aspects of language use, such as politeness strategies, discourse patterns, and pragmatic competence in service encounters (Rababah et al., 2021). These studies demonstrate that effective communication in hospitality settings requires both linguistic knowledge and an understanding of service-oriented interaction.

Several recent studies have also examined communication practices in complaint-handling situations within service industries. For instance, Suarka (2026) found that hospitality employees frequently employ politeness strategies such as apologies, explanations, and reassurance to mitigate guest dissatisfaction. Similarly, research by Lubis et al. (2024) highlights the importance of empathetic responses and clear communication in maintaining positive guest perceptions during complaint management. Other scholars have emphasized the role of training programs in improving hospitality workers' communication skills, particularly for employees who interact directly with international guests (Waqanimaravu & Arasanmi, 2020).

Although these studies contribute valuable insights into hospitality communication, most of them primarily focus on pragmatic strategies, service quality, and customer satisfaction. The structural aspects of language use, particularly syntactic patterns in complaint-handling interactions, remain relatively underexplored. Syntax is an important dimension of communication because it influences how information is organized and delivered within sentences. The use of different sentence structures, such as declarative statements, interrogatives, or complex constructions, may reflect varying levels of communicative competence and professional experience (Akmalevna, 2025).

Previous studies on hospitality communication have primarily focused on general English proficiency and service interaction without comparing employees with different levels of work experience. For example, Prachanant (2012) examined English language needs in the tourism industry, while Kim et al. (2023) focused on hotel employees' perceived English proficiency. However, these studies did not specifically analyze differences in syntactic patterns between less experienced and more experienced receptionists.

This study aims to fill an important gap in previous research by examining and comparing the sentence-level structures used by experienced professionals and novice receptionists. Previous studies have mainly focused on English communication skills, service quality, and communicative competence in hospitality settings without specifically analyzing syntactic differences based on professional experience (Prachanant, 2012; Kim et al., 2023). Understanding how syntactic structures vary between experienced and trainee receptionists can provide insights into the development of professional communication competence in hospitality contexts. Research on workplace communication has suggested that employees with greater professional experience tend to demonstrate more adaptive and effective language use in service interactions (Akmalevna, 2025). Therefore, experienced receptionists may employ more varied or complex syntactic constructions to clarify explanations, express empathy, or propose solutions to guests. In contrast, trainee receptionists may rely on simpler sentence patterns due to limited workplace experience. Investigating these differences can contribute to a deeper understanding of language use in professional service interactions.

This study positions itself within the intersection of applied linguistics and hospitality communication research. While previous studies have examined pragmatic strategies and communication effectiveness in service encounters, this research focuses specifically on the syntactic dimension of workplace communication. By analyzing the sentence structures used by receptionists during guest complaint interactions, this study seeks to complement existing research on hospitality communication with a structural linguistic perspective. In this way, the study both supports previous findings regarding the importance of communication competence in hospitality services and extends them by examining the grammatical structures underlying service interactions.

The novelty of this research lies in its emphasis on a comparative analysis of syntactic structures used by experienced and trainee hotel receptionists in complaint-handling situations. Unlike previous studies that primarily focus on pragmatic strategies or general communication skills, this study examines the structural organization of language used in real service encounters. By identifying patterns in sentence construction, the research provides a more detailed understanding of how linguistic competence develops within professional hospitality communication.

Furthermore, the findings of this study are expected to contribute to both theoretical and practical discussions. From a theoretical perspective, the study enriches applied linguistics research by highlighting the role of syntax in workplace communication within the hospitality industry. From a practical perspective, the results may inform the design of English training programs for hospitality professionals and students. Understanding the syntactic patterns used by experienced receptionists can help educators develop more effective teaching materials that prepare trainees for real communication situations in hotel environments.

Based on the background and research gap, the objective of this study is to analyze and compare the syntactic structures used by experienced and trainee hotel receptionists when handling guest complaints. By examining the differences and similarities in sentence construction, the study aims to provide insights into how professional experience influences linguistic performance in hospitality service interactions.

METHOD

This study employed a descriptive qualitative design to examine the syntactic structures used by experienced and trainee hotel receptionists when handling guest complaints. A qualitative approach was considered appropriate because it enables researchers to explore language use and linguistic patterns within natural communication contexts (Creswell & Creswell, 2017). In workplace communication studies, qualitative approaches are commonly used to analyze authentic conversations and identify patterns of language use in professional environments (Tracy, 2024). Data were collected through recordings and transcriptions of receptionist–guest interactions during complaint-handling situations. The study specifically focused on how receptionists constructed sentences while responding to guest complaints in actual service encounters.

Research Setting and Participants

The research was conducted in three star-rated hotels in Bali, Indonesia, where hotel receptionists frequently interact with international guests. This setting provided a relevant context for examining English communication in hospitality service encounters, particularly in situations involving guest complaints. The participants of this study consisted of 12 hotel receptionists working in the front office departments of the selected hotels. They were divided into two groups based on their professional experience. The first group included experienced receptionists who had worked in front office services for more than two years and had substantial experience in handling guest complaints. The second group consisted of trainee receptionists, who were newly recruited staff members or interns undergoing training and had limited experience in complaint-handling situations.

The participants were selected using purposive sampling, a method commonly used in qualitative research to identify individuals with relevant knowledge and experience related to the research topic (Palinkas et al., 2015). This approach ensured that all participants were directly involved in guest interactions and capable of providing authentic linguistic data for the study. Prior to data collection, all participants were informed about the objectives and procedures of the study and were asked to sign an informed consent form indicating their voluntary willingness to participate in the research. The confidentiality of participants and hotel identities was maintained by anonymizing all personal and institutional information in the research findings.

In total, 120 complaint-response utterances were collected from receptionist–guest interactions during the observation period and used as the primary data for syntactic analysis.

Data Collection

Data were collected through non-participant observation and semi-structured interviews. Observation was conducted to capture authentic interactions between receptionists and guests during complaint-handling situations at the hotel front desk. Observational methods are commonly used in discourse and workplace communication research because they enable researchers to document naturally occurring language use without interfering with the interaction process (Tracy, 2024).

The observation process was conducted over four weeks in three selected star-rated hotels in Bali. During the observations, the researcher positioned herself as a non-participant observer and did not intervene in the communication process between receptionists and

guests. A total of 120 complaint-response utterances were collected from interactions involving 12 receptionists. The researcher documented the interactions through field notes and audio recordings when the participants and hotel management granted permission. The recordings were subsequently transcribed to facilitate systematic syntactic analysis. In addition to observation, semi-structured interviews were conducted to obtain deeper insights into the receptionists' experiences and communication strategies when responding to guest complaints. Semi-structured interviews allow researchers to explore participants' perspectives while maintaining flexibility in the questioning process (Creswell & Creswell, 2017). A total of six receptionists were selected for the interviews, consisting of three experienced receptionists and three trainee receptionists. The interview participants were selected purposively based on their active involvement in complaint-handling interactions during the observation stage and their willingness to participate in follow-up interviews.

The interviews were conducted individually after working hours and lasted approximately 20–30 minutes each. The interview questions focused on communication practices, challenges encountered in complaint situations, strategies for explaining problems, and approaches used to offer solutions to guests. All interviews were audio-recorded with participants' consent and later transcribed for analysis. The interview findings were used to support and enrich the interpretation of the syntactic patterns identified in the observational data.

Data Analysis

The collected data were analyzed using qualitative content analysis focusing on syntactic structures. First, all recorded interactions were transcribed into written form to allow systematic examination of the language used in the conversations. Transcription is an essential step in linguistic analysis because it enables researchers to identify grammatical patterns and sentence structures in spoken discourse (Biber, 2010; Cutting & Fordyce, 2020).

After transcription, each utterance produced by the receptionists during complaint-handling interactions was identified and categorized according to its syntactic structure. The analysis focused on three main sentence types: simple sentences, compound sentences, and complex sentences. These categories were determined based on the number of clauses and the relationship between clauses within each sentence.

The analysis followed the qualitative data analysis procedures proposed by Miles, Huberman, & Saldana (2014), which involve data reduction, data display, and conclusion drawing. Data reduction involved selecting relevant utterances that contained responses to guest complaints. Data display involved organizing the identified syntactic structures into analytical categories to facilitate comparison between experienced and trainee receptionists. In total, 120 complaint-response utterances were collected from the observed interactions and used as the primary data for analysis.

Research Procedure

The research was conducted through several stages. First, the researcher obtained permission from selected star-rated hotels in Bali to conduct observations of front office interactions. Second, participants were identified and selected using purposive sampling based on their roles as experienced or trainee receptionists. Third, data were collected through observation of complaint-handling interactions and semi-structured interviews with selected participants. Fourth, the collected interactions were transcribed and categorized according to syntactic structures. Finally, the data were analyzed to compare the syntactic patterns used by experienced and trainee receptionists when responding to guest complaints.

Through these procedures, the study aims to provide a comprehensive analysis of syntactic structures in real hospitality communication contexts and to identify potential differences between receptionists with different levels of professional experience.

Ethical Considerations

Ethical considerations were carefully addressed throughout the study because the research involved human participants. Prior to data collection, all participants were informed about the purpose of the study and the procedures involved in the research. Their participation was voluntary, and informed consent was obtained before conducting observations and recordings. To protect participants' privacy and confidentiality, all personal identities and hotel names were anonymized in the data presentation and analysis. Participants were also informed that the collected data would be used solely for academic purposes.

RESULT

The results should be presented in the same part, clearly and briefly. The research results could be supplemented with tables, figures, or graphs (separate writing terms) to clarify. Avoid presenting similar data in a separate table. The analysis should address the stated gap. The qualitative data, e.g., interview results, should be discussed in paragraphs. The references contained in the introduction should not be rewritten in the discussion. A comparison to the previous studies should be presented.

This section presents the findings concerning the syntactic structures used by experienced and trainee hotel receptionists when handling guest complaints. The findings are based on the analysis of 120 complaint-response utterances collected from receptionist–guest interactions in three star-rated hotels in Bali. The utterances were produced by 12 receptionists, consisting of six experienced receptionists and six trainee receptionists.

Distribution of Syntactic Structures

The analysis identified three main types of syntactic structures used in the complaint responses: simple sentences, compound sentences, and complex sentences. The frequency distribution of these syntactic structures is presented in Table 1.

Table 1. Distribution of Syntactic Structures Used in Complaint Responses

Type of Sentence	Experienced Receptionists	Trainee Receptionists
Simple Sentences	18	29
Compound Sentences	22	14
Complex Sentences	26	11
Total	66	54

As shown in Table 1, both groups of receptionists used simple sentences in their responses. However, trainee receptionists produced simple sentences more frequently than experienced receptionists. In contrast, experienced receptionists showed higher frequencies of compound and complex sentences. These findings indicate differences in the syntactic structures used by the two groups during complaint-handling interactions. No compound-complex sentences were identified in the data. This may be because complaint-handling interactions require concise and efficient communication, leading receptionists to produce shorter and more direct utterances.

Use of Simple Sentences

Simple sentences were commonly used when receptionists acknowledged guest complaints or provided immediate responses. These utterances generally contained a single clause and conveyed direct information to the guest.

Examples of simple sentences observed in the data include those presented in Table 2.

Table 2. Examples of Simple Sentences in Receptionist Responses

No	Utterance	Syntactic Pattern
1	We are very sorry for the inconvenience.	S + V + Complement
2	I will check the problem immediately.	S + Modal + V + O + Adv
3	Please allow me to confirm this for you.	Imperative (V + O + Infinitive Clause)

These expressions frequently appeared at the beginning of complaint-handling interactions when receptionists acknowledged guest dissatisfaction or informed guests that the reported issue would be checked immediately.

Use of Compound Sentences

Compound sentences appeared in responses where receptionists combined two related ideas within a single utterance. In many cases, these constructions enabled receptionists to acknowledge the complaint while simultaneously providing information or proposing a solution.

Table 3. Examples of Compound Sentences in Receptionist Responses

No	Utterance	Syntactic Pattern
1	We apologize for the inconvenience, and we will send our technician to check the air conditioner.	Clause 1 + Coordinating Conjunction + Clause 2
2	The room is still being prepared, but we will prioritize your request.	Clause 1 + Conjunction + Clause 2

The examples in Table 3 illustrate how compound sentence constructions enabled receptionists to integrate two related communicative functions within a single response. The first clause generally expressed an apology or acknowledgment of the complaint, while the second clause provided information regarding the corrective action taken by the hotel staff. This structure allowed receptionists to present service recovery responses more efficiently and cohesively during guest interactions.

Use of Complex Sentences

Complex sentences were identified in responses where receptionists provided more detailed explanations regarding service problems or offered alternative solutions to guests. These utterances generally contained one independent clause and at least one dependent clause.

Table 4. Examples of Complex Sentences in Receptionist Responses

No	Utterance	Syntactic Pattern
1	We apologize for the inconvenience because the maintenance team is currently repairing the system.	Main Clause + Subordinate Clause (Cause)
2	If you prefer, we can move you to another room while the issue is being resolved.	Subordinate Clause (Condition) + Main Clause

These sentences allowed receptionists to explain causes, conditions, or possible alternatives in a single utterance. The presence of subordinate clauses enabled more detailed responses during complaint resolution.

Comparison of Syntactic Structures

The comparison of syntactic structures used by experienced and trainee receptionists is illustrated in Figure 1.

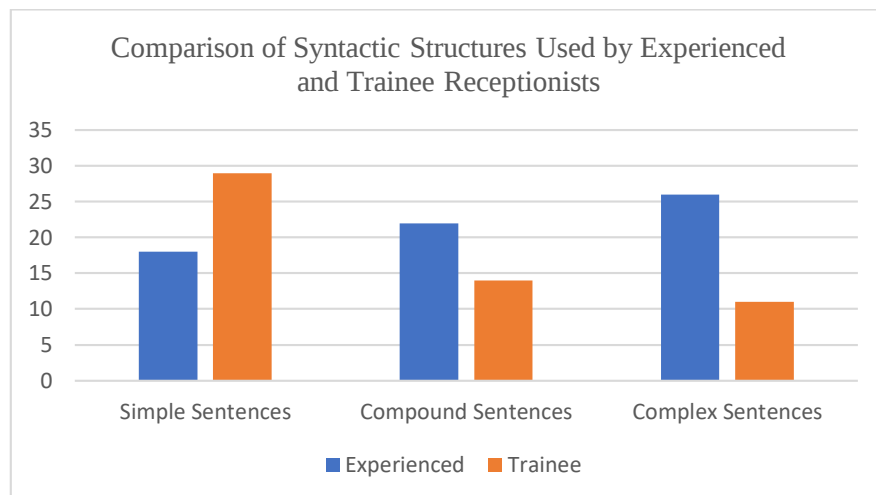


Figure 1. Comparison of Syntactic Structures Used by Receptionists

Figure 1 displays the distribution of sentence types produced by the two groups of receptionists. Trainee receptionists showed a higher frequency of simple sentence constructions, while experienced receptionists produced greater numbers of compound and complex sentences. These results indicate differences in the distribution of syntactic structures between experienced and trainee receptionists in complaint-handling interactions.

Overall, the results demonstrate that different levels of professional experience correspond to variations in the syntactic structures used during complaint-handling interactions. While trainee receptionists tended to rely primarily on simple sentence constructions, experienced receptionists showed a greater tendency to employ compound and complex sentences when responding to guest concerns. This variation suggests that receptionists with more professional experience may utilize more elaborated syntactic patterns to convey multiple communicative functions within a single response. In service encounters, such linguistic flexibility may enable receptionists to combine apology expressions, explanations, and service solutions more effectively. Similar patterns have also been identified in studies of workplace discourse, which show that speakers frequently employ multi-clause constructions when they need to elaborate information, provide clarification, or manage interpersonal communication in professional settings (Di Ferrante, 2021; Fitriani, 2020). The findings of the present study therefore highlight the relationship between syntactic choice and communicative demands in hospitality service interactions.

Findings from Semi-Structured Interviews

The semi-structured interviews revealed differences in communication strategies and confidence levels between experienced and trainee receptionists when handling guest complaints. Experienced receptionists reported that they tended to provide more detailed explanations and use flexible sentence constructions to maintain guest satisfaction and avoid misunderstandings during service interactions.

One experienced receptionist stated:

“I usually explain the situation carefully so the guest can understand the problem and feel calmer.”

Another experienced receptionist explained that combining apology expressions with explanations and solutions in one response was important when handling complaints effectively.

In contrast, trainee receptionists admitted that they frequently relied on shorter and simpler sentence patterns because they were still developing their English communication skills and professional confidence. Several trainees reported difficulties in organizing grammatically accurate responses during stressful interactions with guests.

One trainee receptionist stated:

“Sometimes I feel nervous when guests complain in English, so I answer using short sentences to avoid mistakes.”

The interview findings also showed that professional experience influenced the receptionists’ ability to adapt their language use according to guest reactions and communication contexts. Experienced receptionists demonstrated greater confidence in using compound and complex sentence constructions, whereas trainee receptionists preferred more direct and simple responses during complaint-handling interactions.

DISCUSSION

The findings of this study demonstrate that professional experience influences the syntactic structures used by hotel receptionists when responding to guest complaints. The results reveal that trainee receptionists relied predominantly on simple sentence constructions, whereas experienced receptionists employed a wider range of syntactic forms, including compound and complex sentences. These differences suggest that experience in workplace communication may shape how receptionists organize linguistic structures when addressing service-related problems.

The predominance of simple sentences among trainee receptionists may be associated with the need to maintain clarity and immediacy in communication during service encounters. In hospitality settings, front-line employees are expected to respond quickly and efficiently to guest concerns, and simple sentence constructions allow speakers to deliver concise and direct messages. Such structures reduce the cognitive demand of producing complex utterances while ensuring that guests easily understand the message. Previous research on hospitality communication indicates that clear and straightforward language plays an important role in maintaining effective interaction between service staff and customers (Reynolds, Rahman, & Barrows, 2021). In the context of complaint handling, the use of simple sentences may therefore function as a practical strategy to acknowledge guest dissatisfaction and indicate immediate action.

However, the findings also show that experienced receptionists demonstrated greater syntactic variation, particularly through the use of compound and complex sentences. These structures enable speakers to integrate multiple communicative functions within a single response. For example, receptionists may apologize, explain the cause of the problem, and offer a solution in the same utterance. According to Biber (2010), compound and complex sentence constructions provide greater syntactic flexibility and allow speakers to express logical relationships between ideas, such as cause, condition, or contrast. In the context of hospitality service encounters, this flexibility may support more elaborated responses that address both the guest’s complaint and the proposed service recovery strategy.

The results of this study are consistent with research on workplace discourse, which suggests that communicative competence develops through repeated professional interaction. Employees who frequently interact with customers tend to develop more strategic language use and greater linguistic flexibility when responding to service-related situations (Rababah et al., 2021; Prachanant, 2012). Through continued exposure to guest interactions, experienced receptionists may learn to organize their responses in ways that simultaneously convey empathy, explanation, and reassurance. This ability is particularly important in complaint-handling situations, where communication plays a key role in restoring guest satisfaction and maintaining positive service experiences.

From a linguistic perspective, the findings can also be interpreted through the concept of syntactic complexity. Syntactic complexity refers to the range and sophistication of sentence structures produced in language use and is often associated with language proficiency and communicative experience (Lu, 2017). Speakers who possess greater linguistic competence tend to produce a wider variety of syntactic patterns, including subordinate clauses and multi-clause constructions. In this study, experienced receptionists produced more compound and complex sentences than trainee receptionists, suggesting that professional experience may contribute to the development of more structurally varied linguistic patterns in workplace communication.

In addition, the results highlight the role of syntactic structures in managing interpersonal relationships during service interactions. Complaint situations often involve emotional tension, as guests may express dissatisfaction or frustration regarding hotel services. In such contexts, receptionists must respond in a manner that both addresses the problem and maintains a polite and professional tone (Ardana & Murtono, 2025). The ability to construct more elaborate syntactic responses may enable receptionists to deliver explanations and solutions more diplomatically. Previous studies on service interaction discourse have emphasized that linguistic strategies, including sentence structure and discourse organization, play an important role in maintaining positive customer relations (Ford & Heaton, 2001).

Another important aspect revealed by the findings is the relationship between syntactic structure and communicative efficiency in service interactions. In complaint-handling situations, receptionists are required to balance clarity, politeness, and problem-solving within a limited interaction time. The use of compound and complex sentences may therefore allow experienced receptionists to deliver more comprehensive responses without prolonging the conversation unnecessarily. By combining apology expressions, explanations, and solutions in a single utterance, receptionists can communicate multiple pieces of information efficiently. This strategy is consistent with observations in service communication studies, which emphasize that effective service recovery often involves providing both emotional reassurance and practical solutions simultaneously (Sutaji et al., 2025).

Moreover, the findings highlight the importance of linguistic adaptability in hospitality workplace communication. Hotel receptionists interact with guests from diverse linguistic and cultural backgrounds, particularly in international tourism destinations such as Bali. As a result, receptionists must adjust their communication strategies to ensure that their responses remain clear while also conveying professionalism and empathy. Previous research in hospitality communication suggests that successful service encounters often depend on the ability of front-line employees to adapt their language use according to situational demands and guest expectations (Blue & Harun, 2003; Salsabillah et al., 2025). The variation in syntactic structures observed in this study may therefore reflect the communicative adjustments made by receptionists during real service interactions.

Additionally, the results provide insight into how linguistic structures contribute to service recovery discourse. Complaint-handling interactions represent a critical moment in the customer experience, as the way staff respond to problems can significantly influence guest satisfaction and perceptions of service quality. In such contexts, language functions

not only as a tool for conveying information but also as a means of managing interpersonal relationships between staff and guests (Holmes & Stubbe, 2015). The ability to construct responses that combine apologies, explanations, and solutions through more complex syntactic patterns may therefore enhance the effectiveness of communication during service recovery.

Finally, the findings reinforce the importance of integrating authentic communication training into hospitality education programs. While many training programs focus on memorizing standard expressions for greeting guests or apologizing for service failures, the results of this study suggest that syntactic flexibility is also an important component of communicative competence. Receptionists who can construct more varied sentence structures may be better equipped to respond to unexpected service situations and provide more detailed explanations when necessary. Consequently, incorporating discourse-based training activities that simulate real complaint scenarios may help trainee receptionists develop more effective communication strategies in English.

CONCLUSION

This study examined the syntactic structures used by experienced and trainee hotel receptionists when handling guest complaints in star-rated hotels in Bali. The findings reveal that trainee receptionists tended to rely primarily on simple sentence constructions, while experienced receptionists demonstrated a wider range of syntactic structures, particularly compound and complex sentences. These results indicate that professional experience may influence the variety of syntactic patterns used in hospitality communication. The study contributes to the field of applied linguistics by highlighting how syntactic variation functions in workplace discourse within the hospitality industry, particularly in complaint-handling interactions between receptionists and guests. From a pedagogical perspective, the findings suggest that English for hospitality training programs should emphasize not only polite expressions and service vocabulary but also the development of varied sentence structures that enable receptionists to deliver clearer explanations and integrated responses when addressing guest complaints.

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Conflict of Interest

All authors declare that there are no conflicts of interest regarding the publication of this study.

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Author Contribution

Conceptualization: I Komang Ardana, Putu Agus Murtono, and I Wayan Swandana; **methodology:** I Komang Ardana and Putu Agus Murtono; **investigation:** I Komang Ardana, I Wayan Swandana; **writing—original draft preparation:** I Komang Ardana; **writing—review and editing:** Putu Agus Murtono, I Wayan Swandana; **visualization:** I Komang Ardana. All authors have read and agreed to the published version of the manuscript.

Data Availability

The datasets generated and analyzed during this study are not publicly available because they contain participants' communication data and institutional information from hotel interactions. However, the data are available from the corresponding author upon reasonable request and with appropriate ethical consideration.

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