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# 1. WELCOMING VISITOR & EATING OUT/ DINNER PARTY

## 2. MAKING BUSINESS APPOINTMENT & HANGING OUT

### 3. INVITING BUSINESS COLLEAGUE & EATING OUT/ DINNER PARTY

# 4. SMALL TALK ABOUT BUSINESS & HANGING OUT

CEO/Vice President/Owner

Manager/Vice Manager/Secretary

Supervisor

Dept of Order Processing

Dept of Development (Design)

Dept of Production (Stocks)

Dept of Quality Control (Complain)

Dept of Shipping

Dept of Marketing & Promotion

Dept of Finance

Dept of Operation (Legal)

Dept of Information Technology (IT)

Shareholder/Stakeholder/Client/Colleague/Customer

# Complaint Handling



# SIMPLE COMPLAINT LETTER (*E-MAIL*)



1. INTRODUCTION
2. PROBLEM (EXPLAIN *CAUSE & EFFECT*)
3. SOLUTION / RECOMMENDATION
4. WARNING >> **OPTIONAL**
5. CLOSING (THANKS/AWAITING REPLY)



CASE 1 - SCHOOL



# INDONESIAN STYLE

kurang ajar



jiaanc\*\*k

coeg



anjing...

atuuuhhhh

# JAPANESE STYLE

sugoi..



orraaa...!!



# CASE 1

FROM : PARENTS

TO : SCHOOL MANAGEMENT

PROBLEM : 1. FIGHTING WITH FRIENDS UNTIL GOT AN ACCIDENT  
(BEING HITTED, INJURED)  
2. HIGH COST OF HEALTHCARE  
3. GOT PUNISHMENT FROM SCHOOL





## CASE 2 - RESTAURANT

# CASE 2



RESTAURANT

FROM : CUSTOMER RESTO  
TO : RESTO MANAGEMENT

PROBLEM : 1. ALLERGIC AFTER ORDER SOME MENU  
2. TAKEN TO LONG FOR WAITING FOOD ORDER (SLOW RESPON)  
3. THERE IS "A THING" IN MY FOOD





# CASE 3 – SCHOOL CLINIC



# CASE 3

FROM : STUDENT D3  
TO : WATES MANAGEMENT  
PROBLEM : 1. COLLEGE CLINIC NOT AVAILABLE  
2. HOW IF THERE IS STUDENT FAINTED  
3. THERE ISN'T ROOM TO TAKE A REST  
4. LESS MEDICAL TEAM & PROPER MEDICINE





# CASE 4



SPA RESORT

# CASE 4

FROM : CUSTOMER SPA

TO : MANAGER SPA

PROBLEM : 1. TAKEN SO LONG AWAITING FOR QUEUEING TO TAKE  
TREATMENT

2. AIR CONDITIONER SO COLD

3. BAD EFFECT AFTER DOING MUD FACIAL





CASE 5

HOTEL & TRAVEL

# CASE 5

## HOTEL & TRAVEL



# CASE 5

FROM : CUSTOMER HOTEL / BUSINESS TRIP

TO : MANAGER HOTEL

PROBLEM : 1. SLOW RESPON WHEN CHECK IN (ONLINE ORDER)  
2. ROOM FULL / MISCOMMUNICATION  
3. ASKING MORE PAYMENT FOR RE-CHECK IN (OFFLINE)  
4. LESS VARIOUS OF BREAKFAST  
5. AIRPORT TRANSFER NOT AVAILABLE



CASE 6



HB ENTERTAINMENT



ARTIST MANAGEMENT

# CASE 6

FROM : ARTIST MANAGER

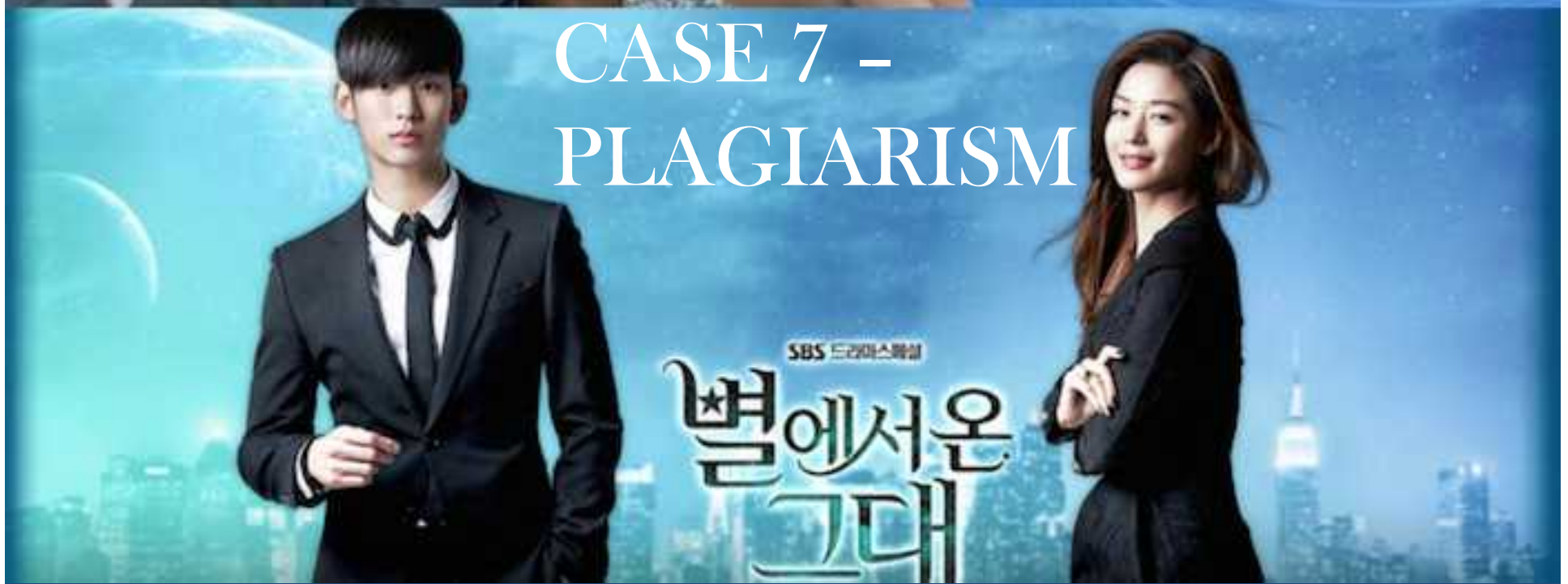
TO : PRODUCTION HOUSE

PROBLEM : 1. SUDDEN DECISION TO CHANGE ROLE (MAIN ROLE BECOMING SUPPORTING ROLE)  
2. PAYMENT DOESN'T ECPLISIT IN CONTRACT  
3. CANCELLED TO BECOME AN ENDORESMENT





CASE 7 -  
PLAGIARISM





# CASE 7

FROM : PH COPYRIGHT (SBS)

TO : RCTI

PROBLEM : 1. PLAGIARISM (SAME ROLEPLAY AND STORYLINE)  
2. HAS NO PERMISSION FOR COPYRIGHT

