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
SIMPLE COMPLAINT LETTER
(E-MAIL)

Learn How to
Make a Complaint

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...
atuwuhhh

JAPANESE STYLE
sugoii...
orraaa...!!
CASE 1

FROM : PARENTS

TO : SCHOOL MANAGEMENT

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

FROM : CUSTOMER HOTEL / BUSINESS TRIP
TO : MANAGER HOTEL

PROBLEM : 1. SLOW RESPON WHEN CHECK IN (ONLINE ORDER)
           2. ROOM FULL / MISSCOMMUNICATION
           3. ASKING MORE PAYMENT FOR RE-CHECK IN (OFFLINE)
           4. LESS VARIOUS OF BREAKFAST
           5. AIRPORT TRANSFER NOT AVAILABLE
CASE 6

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

FROM: PH COPYRIGHT (SBS)

TO: RCTI

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