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Raya Elshinta Mukti
Prodi Pendidikan Bahasa Inggris

**Politeness Strategies in Managing Face-Threatening Acts: A
Pragmatic Study of Speech Acts in Verbal Interactions at
the Front Office of Aston Inn Hotel Batu**

THESIS



By:

Raya Elshinta Mukti

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**ENGLISH LANGUAGE EDUCATION DEPARTMENT
FACULTY OF TEACHER TRAINING AND EDUCATION
UNIVERSITY OF MUHAMMADIYAH MALANG**

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This thesis is submitted to meet one of the requirements to achieve Bachelor Degree
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2026

APPROVAL PAGE

THESIS

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Speech Acts in Verbal Interactions at the Front Office of Aston Inn Hotel Batu

**This thesis was written by Raya Elshinta Mukti and was approved
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This thesis was defended in front of the examiners of the Faculty of Teacher Training and Education of University of Muhammadiyah Malang and accepted as one of the requirements to achieve Bachelor's Degree in English Language Education

On April 20, 2026

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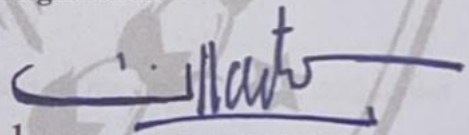


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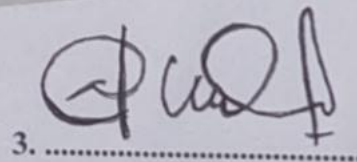
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MOTTO AND DEDICATION

MOTTO

“You are the best version of yourself when you happy with yourself” – eaJ

DEDICATION

This thesis is dedicated to myself for finding the strength to rise again after past failures, and for choosing to keep going despite everything.

I would like to dedicate this thesis to my beloved parents, Mr. Sukadi and Mrs. Any Miyatun. *Alhamdulillah Jazakumullahu khairan* for their endless love, prayers, and unwavering support, both emotionally and financially, throughout my academic journey. I am deeply grateful for their patience, understanding, and continuous encouragement, as well as for always motivating me to move forward without placing unrealistic expectations upon me.

I also dedicate this to someone who once became part of my journey, left, and found their way back again. Thank you for the memories, the lessons, and the support that, in one way or another, became part of my growth throughout this journey. Some people may not stay in the same way forever, but their presence can still leave meaningful traces that shape who we become.

Lastly, I dedicate this to myself. Thank you for surviving every sleepless night, every moment of doubt, every failure, and every challenge along the way. This achievement is proof that perseverance, patience, and faith can lead to something meaningful.

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Finally, I realize that this thesis is still far from perfect. Therefore, constructive criticism and suggestions are highly appreciated for future improvement. I sincerely hope that this thesis may contribute meaningfully to the development of knowledge, provide benefits to readers and researchers, and serve as a valuable reference for future studies in related fields.



ABSTRACT

The present study examines how front office staff at Aston Inn Hotel Batu employ politeness strategies to manage communication situations that potentially threaten face (FTAs) during interactions with guests. The hospitality industry frequently encounters sensitive exchanges, such as complaints or requests, which require staff to maintain positive guest impressions. The strategic use of politeness in such situations is essential to ensure a balance between service professionalism and overall guest satisfaction.

Using a qualitative approach, data were collected through semi-structured interviews. Purposive sampling was applied to select two front office staff members who were directly involved in guest interactions. The face-to-face interviews lasted 10–15 minutes and were audio-recorded with participants' consent. The interview design was guided by Brown and Levinson's (1987) Politeness Theory, particularly positive and negative politeness strategies, to understand how FTAs are mitigated.

The findings show that front office staff frequently encounter FTAs such as requests, complaints, and disagreements from guests. To address these situations, they employed negative politeness strategies (apologizing, offering options) and positive politeness strategies (showing empathy, using inclusive language). These approaches were effective in reducing the impact of FTAs, maintaining positive guest impressions, and ensuring professional service. The primary challenge identified was maintaining politeness while working under time pressure.

The study concludes that politeness strategies function as essential communicative tools. It recommends that hotels provide specialized communication training for staff to enhance service quality and improve their ability to manage FTAs effectively.

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Keywords: politeness strategies, face-threatening acts, pragmatics, hospitality communication, service encounters

Advisor,



(Agista Nidya Wardhani, M. A)

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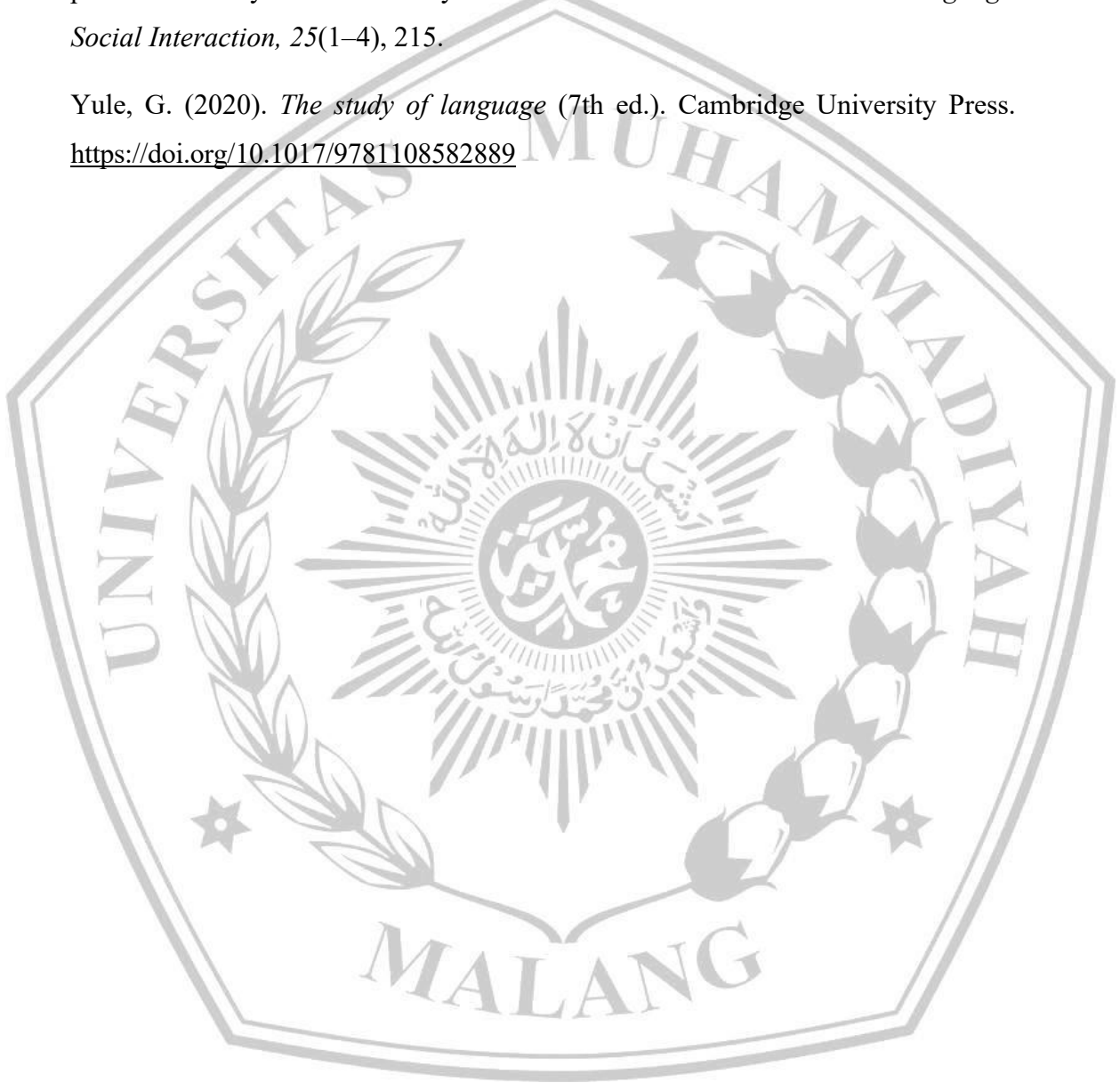
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