A Study of the Apologizing Strategies Applied by the Waiters and the Waitresses of the Family Fun Karaoke to Their Customers

A THESIS

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ENGLISH LETTERS STUDY PROGRAMME
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SOEGIAPRANATA CATHOLIC UNIVERSITY
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ABSTRAK
ABSTRACT
Apology strategy is within the domain of linguistics, especially in Pragmatics. Apology is applied to express a regret toward the mistake which has been done. Apology can appear in many communities and situations. The purposes of this study is to find the kinds of apology strategy which are applied by waiters and waitresses in *Family Fun* to express their regret to the customers. On the other hand, this study is also made to find the apology strategy which is mostly applied by the waiters or waitresses. The writer used ten questions which consisted of ten different situations. The situations were taken based on the mistakes which are usually done by the waiters or waitresses and the customer. The respondents were twenty waiters and waitresses of *Family Fun*. The results of the study show that most of the respondents applied multiple strategy in which the respondent applied more than one strategy on a situation.

Keywords: apology, apology strategies, waiter, waitress