

Expressing needs

Answers

1. a) *Tidak ada handuk.*
b) *Tidak ada bantal.*
c) *Selimut saya kotor.* or *Selimutnya kotor.*
d) *Televisi saya rusak.* or *Televisinya rusak.*
e) *Gelas saya kotor.* or *Gelasnya kotor.*
f) *Tidak ada jam dinding.*
2. a) *Tidak, saya tidak membutuhkan sabun.*
b) *Tidak, saya tidak membutuhkan coklat.*
c) *Ya, saya membutuhkan selimut.*
d) *Tidak, saya tidak membutuhkan air dingin.*
e) *Tidak, saya tidak membutuhkan handuk.*

3.

Sample answers:

- a) They would probably think I was being impolite by expecting them to know what I wanted. They might feel that I expected some sort of service from them. They might even say something like, 'Well, what do you want me to do?' in an effort to encourage me to ask in a more direct manner.
- b) As the hotel is providing a service, I would expect them to understand my needs and ensure that the situation is rectified as soon as possible. However, I would need to ensure that I used a respectful tone of voice so that they would feel happier about helping me.
- c) I would feel annoyed that they did not understand my needs and were not acting in a manner appropriate to someone who is providing a service. Nevertheless, I might also need to reflect on whether or not I used an appropriate tone of voice. Perhaps I may have sounded too abrupt.
- d) As Indonesians value social harmony, they would probably approach the situation by using an indirect expression, such as '*Maaf, handuk saya kotor.*' to imply that there is a problem, rather than directly insisting that something be done. I think they would also try and maintain a smile even though they might be feeling frustrated or annoyed so as to ensure that other people are not embarrassed.
- e) It would be best if I tried to stay calm and asked for service while trying to maintain a smile, even if I am frustrated. Expressing needs in Indonesia should be accompanied by a smile and calm demeanour in order to maintain social harmony. As difficult as this might be, it will ensure a better outcome in terms of having my needs met.