Questionnaire

Please choose the right answer.

1. Age :
   a. 20 – 29
   b. 30 – 39
   c. 40 – 59
   d. 59 > above

2. Sex :
   a. Male
   b. Female

3. Job :
   a. Pilot
   b. Engineers
   c. IT Staff
   d. Director
   e. Etc (Please write your appropriate job) ………………………………………

4. Nationality :
   a. United States Of America
   b. England
   c. Germany
   d. Singapore
   e. Australia
   f. French
   g. Malaysia
   h. Etc (Please write down your nationality) ………………………………………

5. Job fee / month (in Rupiahs):
   a. Rp. 2.500.000,- to Rp. 3.499.999,-
   b. Rp. 3.500.000,- to Rp. 4.499.999,-
   c. Rp. 4.500.000,- to Rp. 5.499.999,-
6. Have you ever served by our GRO?
   a. Yes
   b. No

7. How many times you got served by our GRO?
   a. 1 – 2 times
   b. 2 – 4 times
   c. More than 4 times

8. Did you get an attention to our GRO while they’re in charge?
   a. Very priority attention
   b. Priority attention
   c. Normal attention
   d. Poor attention
   e. No attention

9. Did you get communicated pleasantly with openness to our GRO?
   a. Very good communication and openness
   b. Good communication and openness
   c. Normal communication and openness
   d. Poor communication and openness
   e. No communication and openness

10. Can you get the empathized feeling while communicated and solve any problem with our GRO?
    a. Very good empathy feeling
    b. Good empathy feeling
    c. Normal empathy feeling
    d. Poor empathy feeling
    e. No empathy feeling

11. Would you accepted an idea or suggestion from our GRO?
    a. Very good idea and suggestion
    b. Good idea and suggestion
c. Normal idea and suggestion  
d. Poor idea and suggestion  
e. No idea and suggestion  

12. Do you feel positively to GRO suggestion?  
   a. Very good positive feeling  
   b. Good positive feeling  
   c. Normal positive feeling  
   d. Poor positive feeling  
   e. No positive feeling  

13. Did you find any mind, idea or ideological equality with GRO while serve you?  
   a. Very good in idea equality  
   b. Good in idea equality  
   c. Normal in idea equality  
   d. Poor in idea equality  
   e. No idea equality  

14. Do you satisfied with our GRO service?  
   a. Very good service  
   b. Good service  
   c. Normal service  
   d. Poor service  
   e. No service satisfaction at all
Dear Our Honorable Guest,

First of all, we do apologize to disturbed you with this covering letter and questionnaire.

We are from Shoot Sports Bar & Billiards Management, want to improve our serving quality by using this questionnaire.

Please choose the right answer that you feel alright to you. We try to keep your privacy without asking your name, and put the questionnaire on the envelope.

Once again, we would like to say thank you very much for filling the questionnaire and we will improve our serving quality and you can enjoy your time while in Shoot Sports Bar & Billiards.

Thank you,

Shoot Sports Bar & Billiards Management
DAFTAR RIWAYAT HIDUP

Nama : Johannes Kurniawan Marbun

Tempat / Tanggal Lahir : Sibolga / 5 Desember 1981

Alamat : Jl. Asrama No. 189 Medan – Dwikora 20123

Nama Orang Tua :

Ayah : Honoratus Marbun

Ibu : Tiominar Lubis

Anak Ke : 4 (empat) dari empat bersaudara.

Golongan Darah : O +

Kewarganegaraan : Indonesia

Asal Sekolah :

1993 – 1988 : SD St. Thomas 1 Medan

1996 – 1993 : SMP St. Thomas 3 Medan

1996 – 1999 : Sekolah Menengah Industri Pariwisata Cipta Karya Medan

2001 – 1999 : Akademi Pariwisata Medan