

FROM FRONT PAGE



Tina a Sabahan, who studied in Australia and worked in various places overseas, says this may be due to the fact that she is a Sabahan and can communicate very well with fellow locals.

As for the hotel, she says so far, there have been no complaints about unsatisfactory services, caused by language barrier or otherwise.

“Our clientele are mostly Malaysians, Australians and Europeans, so there is no communication problem.

Anita Chung, the Promenade Hotel Marketing and Communications Director, says, she has encountered rudeness from frontliners, but she believes that these incidents are isolated.

“We in Promenade are always aware of such occurrences. We will find out if such rudeness caused by language barrier occurs in our hotel. We will then think about how we will solve the matter,” she says.

“Presently, our Korean or Japanese groups are encouraged to bring along their own translator,” she says.

She however believes that generalising rudeness after one encounter is not fair, and both (complainant and alleged perpetrator) sides of the story should be listened to.

Victoria George, a receptionist with Lembah Impian Country Homes Penampang says Sabahans are generally friendly and they are very

easy to talk to.

“They are also helpful. I believe the complainants had encountered some language barrier, causing the misunderstanding,” she says.

She adds that as a receptionist she is trained to be efficient, polite and friendly to all her guests.

Nancy Lamau, a graphic designer for Beverly Hotel says the complaints definitely stem from communication breakdown.

“Our receptionists can speak English and they are friendly, so I believe we have no problem,” she says.

She however points out that airport frontliners are not as friendly as hotel frontliners as they are not trained repeatedly.

“Our training in the hotel is more intensive and extensive,” she stresses, reiterating that any problems encountered here in Sabah can only stem from miscommunication.

It is true.

So if we are already very welcoming, warm and friendly from the airport right up to the tour buses, hotels, resorts and even nature and then right back to

the airport, we have to ask what else do we lack.

If it is language then some of us may have to start learning Korean and Japanese, especially if

we are tour guides. Perhaps the relevant authorities can look into establishing foreign language classes.



PLACES OF INTEREST IN SABAH

- 1 Kota Kinabalu City - the international gateway to Sabah
- 1 Tunku Abdul Rahman Marine Park - Malaysia's premier marine park comprises of five islands - Gaya, Sapi, Manukan, Mamutik and Sulug
- 1 Monsopiad Cultural Village - the house of skulls and legend of head hunter
- 1 Kinabalu Park - Mt. Kinabalu World Heritage Site
- 1 Poring Hot Springs - hot springs, rainforest canopy walk
- 1 Sabah Tea - Visit to Sabah's only tea plantation of organic tea
- 1 Klias Wetlands - mangrove wetlands, fire flies and proboscis monkeys
- 1 Tiga Island - island where CBS series "Survivor" was filmed
- 1 Padas Water Rafting - adventure river rafting
- 1 Labuan Island - the international garden of Borneo
- 1 Kota Belud Tamu - traditional Bajau natives sunday market
- 1 Kudat Rungus Village - visit traditional rungus cultural long houses
- 1 Tenom - the centre of Murut culture and Sabah Agricultural Park
- 1 Batu Punggul - jungle trekking and hiking destination
- 1 Crocker Range Park - Rafflesia research centre and jungle trekking
- 1 North Borneo Railway - take a journey back in time through steam train
- 1 Sandakan - the gateway to Borneo's wildlife
- 1 Sepilok Orang Utan Sanctuary - world famous conservation centre
- 1 Sukau - lower kinabatangan wetlands, proboscis monkey and wildlife
- 1 Turtle Islands Marine Park - turtle conservation area which comprises of three islands - Seligaan, Bakkungan Kecil and Gulisan
- 1 Gomantong Caves - limestone cave, bird nest collection, culture
- 1 Langkayan Island - a fabulous diving resort of Beluran
- 1 Danum Valley - Rainforest conservation centre
- 1 Tabin Wildlife Reserve - Borneo's richest wildlife concentration
- 1 Tawau Hills Park - a national park of Tawau with hot spring
- 1 Sipadan Island - world famous diving destination
- 1 Maliau Basin - Sabah's Lost World
- 1 Layang-Layang Island - world famous diving destination
- 1 Simpang Mengayau - tip of Borneo

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Sabah, Borneo

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