

## APPENDICES

### Research Instrument

#### Observation

Location: Starbucks Dutamall Banjarmasin

Observation Period: 3 times

Observational Categories

- a. Verbal Translanguaging:
- b. Interactional Patterns:

Data Collection Tools

- a. Field Notes
- b. Audio/Video Recording

#### Interview

- a. How would you describe your experience in using English at Starbucks Duta Mall Banjarmasin?
- b. How do you involve yourself in translanguaging situations, namely the use of more than one language, when communicating at Starbucks?
- c. To what extent do you feel translanguaging helps or hinders your interactions at Starbucks? Is there a concrete example you can give?
- d. How do you see the impact of using translanguaging in English language learning at Starbucks?

- e. Have you ever experienced or witnessed a situation where translanguaging was used by English language learners and employees to aid understanding or solve communication problems?
- f. How do you think the atmosphere and interactions at Starbucks Duta Mall Banjarmasin are different from other places that do not implement translanguaging?
- g. Are there any challenges or obstacles you experience in using translanguaging at Starbucks Duta Mall Banjarmasin?
- h. How do you think translanguaging can impact customer engagement at Starbucks?
- i. How do you approach the use of English in your everyday work or study environment? Do you feel translanguaging provides additional support?
- j. Do you have suggestions or recommendations for improving the use of translanguaging at Starbucks Duta Mall Banjarmasin, especially in the context of English language learning?

**Picture of Observation and Interview**









## CURRICULUM VITAE

### I. Personal Details

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Banjarmasin, 10 Januari 2024

Fauzan Fakhrezi Khaitami