A STUDY ON LANGUAGE USED IN A FRONT DESK
OF A STARRED HOTEL

A THESIS
Presented as Partial Fulfillment of The Requirements
for the Degree of Sanjana Satra
in English Letters Study Programme

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ENGLISH LETTERS STUDY PROGRAMME
DEPARTMENT OF ENGLISH LETTERS
FACULTY OF LETTERS
SANATA DHARMA UNIVERSITY
YOGYAKARTA
2000
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Dr. Fr. B. Alip, M.Pd, M. A.
"Though I speak with the tongues of men and of angels, and have not charity, I am become as sounding brass or a tinkling cymbal."
(I CORINTHIANS 13:1)

To my mother,

my brother Denny

and my beloved Jati Prilson Hasibuan

With the deepest gratitude and love,

I dedicated this thesis for you.
ACKNOWLEDGMENTS

First and foremost, I would like to acknowledge the deepest gratitude of mine to my God Almighty JESUS CHRIST, for all many truly blessing that You have given to me than I deserved. My Heavenly Father, thank You for keeping me strong when I'm down, thank You for giving me the wisdom and understanding which have helped me to become the person I am today.

I would like to acknowledge the contributions of the following people without whom this thesis would not be possible:

• Prof. Dr. Soepomo Poedjosoeudarmo as my major sponsor for having his unbelievably busy time for consultation and guidance during my thesis.

• Dr. B. B. Dwijatmoko, M. A. as my co-sponsor for his valuable time to guide me in finishing this thesis.

• All the lecturers, secretariat staffs, Bu Ninik and Mbak Ninik, and all the librarians for their help and knowledge to the development of my study. I owe much to their contributions.

• Mr. Jojo Pratomo, the Personnel Manager, and Mr. Noer Cholis, the Front Office Manager of Ibis Malioboro Hotel, Yogyakarta, for helping me obtaining required information in making this thesis possible.

• I am greatly indebted to my dearest parents, my father FX. Sartono and my mother Chatarina Endang Widowati for bringing me into this world. Mother... thank you for having raised me and having taken good care of me since birth with your truly endless love and prayer.

• My sisters Mbak Indry, Mbak Tuti, Mbak Santi and their family (Tasya & David) for love, supports, and prayer. And also Aa’ Teddy, thank you so much.

• My brother Denny, thanks for believing in me when so many others did not. Your trust has always meant a lot to me and always will. I will always be thankful for your support (both in financial and moral) and love.
• I am deeply indebted to Mr. and Mrs. Hasibuan and all of the family in
Pekanbaru, who have supported and helped me from the very beginning and
over the years.

• I want to express my heartfelt gratitude to my friends Rina (thanks for your
interest in my research and your thoughtful insight), Dini and Neni (thank you
so much for lending me the printer), Vivin (the workaholic woman), Goneld
(my neighbor), Mega, Lienna, Eka, Siska, Ra, and all of my friends in English
Letters Class of 95.

• To all my friends in the kitten dormitory, Utfa (miss Lai Lai) thank you so
much for your Dandung, Monique and Awan (Dipsy, who's the next victim?),
and Budhe Yayock and San (I can't make him love you, oops!) thanks guys
for the nice friendship we've through together in Teletubbies family, was
inspired by Ali.

• Last but definitely not least, to my truly soul mate, Jati Prilson Hasibuan, for
always being the right man in the right place. without your love and support my
life would never be the same. I will always be thankful for sharing the previous
four great years of your life with me during the good and the bad times.

Chrystina Widyarianti
ABSTRACT


This is a study of the language used in a Front Desk department of a starred hotel. The objectives of this study is to find out how the language is actually used in Front Desk, especially from the point of view of its function, the courtesy principles underlying the form of the language and the special jargons usually used in the language. The writer chose the language used in a front desk as the topic since she has found two benefits in this study, they are practical and theoretical benefits. From the practical side, this thesis provides some descriptions of the principles of good courtesy that is reflected by Front Desk staffs when they are serving the guests. From the theoretical side, this thesis provides the language function and jargon appeared in that area.

This study is typically descriptive in which the purpose of this study is description. The object of this study is the language used on a Front Desk of a starred hotel. The data to be analyzed are already in the form of books that contains real dialogue between hotel customers and the member of Front Desk personnel. There are seven books that have been collected and analyzed.

The collecting data then to be analyzed by the technique applied into two categories, there are the principle of good courtesy and the function of language, as they are presented in Chapter IV, Analysis and Chapter V, The Summary of the Results, includes: The summary of the function of language, which is include: welcoming guests, handling reservation, giving information to guests, giving a help to guests, giving and taking a message, dealing with complaint, and handling check out procedures. In The summary of principles of good courtesy, it is included: business-like manner, politeness, friendliness, clarity, pleasure, honesty, helpfulness, consistency, carefulness, and showing understanding. And in The summary of jargon appeared in the Front Desk, there are: the use of past tense, the use of 'may I' when offering something to guests, the use of miss, madam, and sir to address the guests, making a request in the form of interrogative sentence and the use of the word please.
ABSTRAK


Skripsi ini adalah studi mengenai analisis bahasa yang digunakan di departemen Front Desk sebuah hotel berbintang. Studi ini bertujuan untuk mengetahui bagaimana sebenarnya bahasa itu dipergunakan di departemen Front Desk. Umumnya dan sudut pandang dari hal tersebut, prinsip-prinsip keramahtamahan yang digunakan ke dalam bentuk bahasa, serta jargon-jargon khusus yang biasanya muncul di setiap perdebatan. Penulis memilih topik bahasa yang digunakan di Front Desk sebuah hotel berbintang karena dalam studi ini terdapat dua keuntungan yang ditemukan penulis, yaitu keuntungan praktis dan teoritis. Dari sisi praktisnya, skripsi ini dapat memberikan gambaran mengenai prinsip-prinsip keramahtamahan yang digunakan oleh Front Desk staff ketika mereka melayani para tamu. Secara teoritis, skripsi ini memberikan gambaran mengenai fungsi bahasa dan jargon yang muncul di area Front Desk tersebut.

Skripsi ini sifatnya adalah deskriptif dimana tujuan dari studi ini adalah memberikan gambaran. Dalam skripsi ini obyek yang diteliti adalah bahasa yang digunakan di Departemen Front Desk sebuah hotel berbintang. Data yang diuji oleh penulis sudah terdapat dalam bentuk buku yang berisi tentang perdebatan yang nyata antara tamu hotel dengan pegawai departemen Front Desk. Penulis telah mengumpulkan buah buku yang berisi tentang perdebatan perdebatan tersebut dan kemudian penulis menganalisisnya.

Data yang terkumpul kemudian dianalisa dan digolongkan menjadi dua kategori, yaitu prinsip-prinsip keramahtamahan dan fungsi bahasanya, hasil dari analisa tersebut disajikan dalam urutan berikut ini Bab IV, Analisis dan Bab V yaitu Ringkasan mengenai bahasa, yang meliputi: meyambut tamu, menangani pesanan kamar, memberikan informasi kepada tamu, memberikan pertolongan kepada tamu, memberi dan menerima pesan, menangani kekhawatiran para tamu, serta menangani prosedur check-out. Sedangkan dalam prinsip keramahtamahan terdapat: tatakrama dalam berbisnis, keramahtamahan, kejelasan, kepuasan, kejadian, ringan tangis, konsistensi, sikap berharap-harap, dan penggunaan rasa pengertian. Dan jargon yang muncul adalah: penggunaan kalimat dalam bentuk lampau, penggunaan kata 'may I' ketika menawari sesuatu pada tamu, penggunaan kata 'miss, madam dan sir' pada tamu, menyatakan permintaan dalam bentuk kalimat pertanyaan serta penggunaan kata 'please'.

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CHAPTER I

INTRODUCTION

I. A. Background of the Study

Guests come to a hotel for many reasons, either it is their destination for business purpose or it offers them accommodation for pleasure. A guest is the reason why the hotel is in business. The hotel business, which deals with hospitality business, requires professional staffs in serving guests. In choosing the hotel, guests usually are not only concerning about the location of the hotel, accommodation, or hotel’s facilities but also they prefer service that can make them satisfied beside all the factors above. A good service can be created with an effective communication.

People use language to express what they are going to talk to someone else. Whatever they live, they communicate one to another by language. Therefore it was said that language is viewed as a system of communication. Communication is an essential process of organizational life that occurs in a variety of ways and circumstances. Leo Loveday writes that people speak differently according to their background then we relate this to his origin's place, education, social groups or even occupation (Loveday, 1982:1-2). People communicate every moment to say or to do something by using language; it depends on the circumstance, place, time and condition where they work. Whatever organization people work for, they use language to express what they are going to talk to someone else. Each of the field of work has a different type of language; it depends on its activity.
In the field of the public service organization, such as hospitality industry or we familiar hear it as hotel industry, communication plays an important role to establish a good relationship between hotel staffs and the guests. Therefore, the hotel staffs need to be able to use language appropriately in communication in order to create a pleasant atmosphere that maintains the relationship with guests.

According to Webster’s New World Dictionary, Hospitality means “the act, practise, or quality of being friendly, kind, and solicitous with guests” it means entertaining guests with courtesy and warmth. In the guests’ mind the character and competence of the entire hotel are reflected in the personality of the Front Office or Front Desk staffs. The majority of the guests may have contact mostly with Front Desk staffs. Dennis L Foster says, “The Front office staff is often called ‘the nerve’ center of the hotel” (Foster, 1992:78-79). Front Desk is the first line which has a direct contact with the guests. It starts when the guests make reservation and ends when they check out from the hotel.

The main topic of this thesis is about the study on language on Front Desk of a starred hotel. This thesis analyzes the language that is used by Front Desk staff and it is limited only between the staffs and the guests. The writer chooses this topic because she is interested in the field of hospitality industry as she had an experience working on Front Office Department on Ibis Malioboro Hotel Yogyakarta as a trainee for three months started on early May 1999 and ended on the last July 1999. Besides, no one writes about the similar topic before. The other reasons in choosing this topic, the writer realizes that each type of occupations has a different type of language
according to its activity and function, and the use of a certain language in Front Desk Department would create impression or perception that might become further consideration for guests to choose a certain kind of service in the hotel. The Front Desk is only one part of the large organization and the vast number of persons that it takes runs a great hotel. Through it flows communication with every other department, from it arises instructions for the service of the guests.

The language that is used in Front Desk area then called as domain language according to its function. It means that the language used influencing by the area of activity. The language that is used by the Front Desk staff is very essential factor in communication since the Front Desk staff has primary contact with the guests directly. By using communication affectively and concerning on the courtesy, the Front Desk staffs will provide a more positive image of the hotel toward guests. An effective communication would become the important skill that need to be acquired by Front Desk staffs to give service professionally.

I. B. Problem Formulation

The writer has formulated the problem as follow:

1. What are the types of language function used in Front Desk of a starred hotel?

2. What are the principles of good courtesy reflected by Front Desk staffs?

3. What are the jargons appeared in Front Desk?
I. C. Objectives of the Study

The objectives of the study are to find out the types of language function used in Front Desk of a starred hotel and also to provide some descriptions of the principles of good courtesy reflected by Front Desk staffs. This study also has a purpose to find out the jargons appeared in Front Desk of a starred hotel.

I. D. Benefits of the Study

The benefits of this study are divided into two categories: these are practical benefits and theoretical benefits. From the practical side, this thesis provides some descriptions of the principles of good courtesy that is reflected by the Front Desk staffs when serving the guests in the hotel. Besides communication, good courtesy is also very essential in a hotel organization because hotel not only sells facilities but also good service. Theoretically, this thesis analyzed the types of speech that is used in the Front Desk area or it calls the function of language in Front Desk and the jargon appeared in Front Desk of a starred hotel. The writer expects the technique applied in this thesis can be used as a contribution as a reference to future researcher in a similar projects or to anyone who is interested in the field of communication of the hotel industry.
I. E. Definition of Terms

Below here the researcher explains the terms used in the title and the terms that related to the study in order to help the readers in understanding this thesis better.

- **Language:** "Language is a system that relates sounds with the meanings."
  
  (Fromkin, 1988:24).

- **Front Desk:** "Front Office is the nerve center of the hotel" (Foster, 1992:78-79).

  Physically, the Front Desk is an easily identifiable area of the lobby because it was so close to the front door. Functionally, it is the nerve center of guest activity, the members provide the primary contact between hotel and its guest. Here, the term 'front desk' is used to describe a narrower scope of operations of the front office (Vallen, 1991:59).

- **Starred hotel:** "The key criteria of starred hotel are: cleanliness, maintenance, quality of furnishing and physical appointments, service, and the degree of luxury offered." (Vallen, 1991:16). A starred hotel will always include all the facilities and service mentioned above. It will establish a very pleasant travel experience to every clients and will make the clients feel that they are Very Important Person.
CHAPTER II
THEORETICAL REVIEW

In this chapter, the writer presents the theories relevant that become the bases for the analysis. The discussion will be divided into theoretical description and theoretical framework. Here, the writer attaches several past theses that study about hotel in a different topic.

II. A. Theoretical Descriptions

II. A. 1. The Function of Language

The *Encyclopedia of Language and Linguistic* Vol. 10 mentioned that the definition of domain is “the area of a social situation governed by specific behavioral, hence, linguistic patterns” (1994: 5114). According to Fishman, “There are five lists of domain that was consistently used: family, friendship, religion, education, employment. In the employment domain there are several domains there are several functions according to their activities. These domains reveal the distinct value systems that in turn are related to the use of language” (Hakuta, 1981:182). It means that in a different situation, interests, social roles, and occupations demand different uses of language. Each of domains influences different of expectations language would be used; it depends on the person who takes part in the conversation, place and topic. The combination of these factors determine the models of the conversation in

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terms of what language would be expected. For example, a non-formal conversation would be a conversation between parents and their children at home. The model of formal conversation would be a conversation between teacher and students at the school, boss and the employee at the office.

II. A. 2. The Principles of Good Courtesy

Donald E. Lundberg stated, "Courtesy is behavior characterized by consideration toward and respect for others" (Lundberg, 1992: 169). The attitude of courtesy of the professional staff to others can be an acquired response, and it automatically learned through practice. Courtesy is applied in communication, behavior, relationship among individual. The courteous behavior as a learned reflex is often practiced in the place of work, especially in the public service organization such as in hospitality industry. The hospitality industry consists of business and institution that provide lodging, food, and service for clients. The friendly staffs and treatment of guests is the responsibility of the people who work in the hospitality industry. Wherever or whatever the company, what employees say and their attitudes toward clients or guests are critical.

Guest satisfaction depends largely on guests' expectations of the service that they receive and on whether or not their expectations are fulfilled. Employees can be trained to exhibit certain courteous behaviors that result in guest satisfaction. Besides, the courteous behavior will increase the quality service of the hotel as well as hotel's image. The factors that influence hotel's staffs in giving service to the guests are:
confidence, active, self-control, politeness, communicative, curious, consistent, informative, careful, creative, and so on.

II. A. 3. Jargon

According to the Encyclopedia of Language and Linguistic Vol. 10, the definition of jargon is "technical or specialist language, esp. in its more obscure uses" (1994: 5137). Another definition of jargon in the book of Contemporary Linguistics is "jargon is often used almost interchangeably to refer to or "language of a particular occupational group" (Katamba, et. al, 1996: 557). It means that jargon is a label for communication used in a field of work or occupational group that can be exchanged. It is about a special vocabulary and idioms or indirect words or phrases that are aimed to softenened the words and to pleased the person whom we talk to. In jargon the use of present tense is replaced by the use of past tense, for example: the word can you in jargon changes into could you, and the word will you changes into would you. The use of the less formal word Mr., Mrs., Ms., Madam, Sir to refer the person's name.

II. B. Theoretical Framework

In this section, the writer tries to develop some theories mentioned above to solve the problem. Problem number one deals with the types of language function in Front Desk of a starred hotel. As it mentioned above that domain language is language that is used in the area of occupational, here, is in the area of a hotel. In the employment domains there are several functions according to the activities done
there. Hotel has several departments that have its own role and its own types of language. The departments are such as Sales and Marketing Departments is responsible for advertising, promotion, and group sales. The Food and Beverage Department is devoted to operating the hotel dining room and cocktail lounge. The Front Office Department or Front Desk is responsible for greeting guests, managing rooms, and handling complaints. It is in fact the nerve center of guest activity. From the first, sometimes, and most-lasting impression of guests are depend largely with Front Desk staffs. An effective communication is the important skill for the Front Desk staffs to build a certain relationship with the guests. Much of the way in which guest’s relationship with staffs come across is determined by the way they speak. When the guests arrive, few tasks may seem as simple as greeting guests and making them feel welcome. Another tasks important of Front Desk staff that will be the function language in Front Desk are such as handling reservation, check-in and check-out the guest, giving information, giving and taking a message, dealing with complaint, etc.

The second problem is about the courtesy in the hotel. Front Desk staff sets and maintains the relationship with the guest by performing a good communication to create a pleasant atmosphere. A good communication is not enough without courtesy and warmth. The Front Desk staff needs to concern about how to entertain the guest with the quality of being friendly, kind and solicitous. In the hospitality industry such as hotel, employee’s attitude maybe more important than it is in most other work. Front Desk staffs with guest contact can hardly separate from the work because work
effectiveness depends on their manner toward guests. The guests may comfortable depends on the way the service is performed. When the staffs give the service to the guests, they perform it with a warmth and courtesy. The courteous behavior in this analysis includes business-like manner, politeness, friendliness, clarity, promptness, efficiency, pleasance, honesty, helpfulness, consistency, carefulness, and show an understanding.

The last problem deals with the jargon that appeared in each conversation. Jargon is a label for idiomatic expression that is aimed to soften the words as well as to please the person whom we talk to and it is related to the field of work. In this thesis, the field of work that is going to analyze is Front Desk of a hotel. Therefore, the jargon or idiomatic expression used in there is aimed to make the client feel respected and pleased. Most guests are very agreeable to being called Sir or Madam. Guest get very positive feelings when the request made by Front Desk staff always in the form of question and using past tense, such as: “Could you give me your name, please?” (p:15) or “Would you like me to check the receipt?” (p:33). Guests feel respected if the prefacing and the ending of the phrases used the word please and thank you.
II. C. Previous Studies

Below here, the writer presents several past theses that study about hotel whereas each thesis has different topic one to another, they are:

1. "Designing a Syllabus for Hotel Front Office Staff based on an Analysis on Essential Functions." This thesis is written by Theresia Laksmi Widyarini, student number: 931214054. She was a student of English Language Education Study Program, and she wrote her thesis in the year of 1999. The topic is about the description of the kinds of language functions needed by the Hotel Front office staff and designing an English for Special Purpose syllabus based on analysis on essential language functions. She applied Communicative Approach to Syllabus Design and Functional Syllabus to develop a syllabus of the English program for the Hotel Front Office staff. She analyzed the language of HFO staff and used it to develop syllabus by interviewing, questionnaire, and survey. The analysis is done in inductive interpretation based on related theories and the result of questionnaire.

2. "Analysis the Supposition of Tourists Towards Many Aspects of Hotel Quality" (A Case Study on Radisson Yogya Plaza Hotel Year 1998). The thesis is written by Endang Warastuti, student number: 941334064. She was a student of Accounting Education Program, and she wrote her thesis in 1998. Her thesis studied about the response of tourists toward aspects of service quality of hotel, including guest services, guest rooms, and room services aspects and the relationship between them with the pleasing on using back the services quality of
hotel. The thesis used collecting technique by handing out the multi attribute questionnaire, observation, interviewing, and documentation and applied theories of Attitude Model and Chi Square Model.

3. "The Determination of Rented Hotel Room Rates" (A Case Study on Melia Purosani Hotel). The thesis is written by Novita Triswidiyanti, student number: 931334051. She was a student of Accounting Education Program, and she done this thesis in the year of 1999. The objectives of her thesis were to find out the accuracy of rented hotel room rates among various types of rooms at the Melia Purosani Hotel and to find out the differences of occupancy levels among those types of rooms in terms of an appropriate rate, less appropriate rate, and inappropriate rate. She collected the data by interview, observation, and documentation method. She applied the theory of Hubbard Formula and Variant Analysis (ANOVA) as well as the Least Significant Difference (LSD) Method.
CHAPTER III

METHODOLOGY

In this chapter, the writer presents the methodology that is used in this study. The discussion describes type of the study, the subject of the study, data collection, and data analysis.

III. A. Type of the Study

This study is typically descriptive in which the purpose of this study is description (Sprinthall, et al., 1990:98). Based on the analysis conducted, the writer gives description about language used in a Front Desk of starred hotel. This study concerned with the types function of language, principles of good courtesy and jargons that are appeared in Front Desk.

III. B. Object of the Study

The object of the study is language used on Front Desk Department of starred hotel. The observation is done on Front Office Department on Ibis Malioboro Hotel Yogyakarta started on early May 1999 and ended on the last July 1999. However, it was not only an observation, but also, the writer participated directly as a Receptionist trainee in that department.
III. C. Data Collection

In the following section, the writer will try to describe the data collection that the writer has gathered to compile the study, they are:

1. *Observation* is a method in which the researcher completes a direct research by observing the object that is Front Office Department of a hotel to gain information about a real illustration of activities done there. The observation includes observing the object with the naked eyes, and then gathering the data.

2. *Participant* is the researcher who is participating and socially interacting with the subject of the research in the setting normally occupied by the subject (Sprinthall, et al., 1990: 103). This activity has a purpose to gathering the data that are needed by the observer.

3. *Collecting books*

The writer collects some books about the conversation in Front Office of a hotel as the primary data and then analyzes them to answer the problems. The data are taken from:


III. D. Data Analysis

In this following section, the writer will try to develop some steps of how the study was conducted.

1. Each of the dialogue that is taken from the sources is the data to find out the types of the function of language; the principles of good courtesy; and the jargon appeared in Front Desk of a starred hotel.

2. The collecting data that are gathered from several books then are analyzed by the technique applied into mentioned category.

3. After analyzing the data the writer makes a summary, presents the characteristic of each category, and finally makes a conclusion of the study.
CHAPTER IV
DATA AND ANALYSIS

This chapter studies about the data and analysis. The following data are gathered from several books about conversation in Front Desk Department of starred hotel. Each conversation is derived from the daily activity done there. The writer has categorized each of conversation of Front Desk staff into two parts, they are: The principles of good courtesy and The function of language.

The conversation takes place in Front Desk area, the writer has characterized each of conversation according to its activities, such as: taking reservation over the phone, handling reservation, giving information, giving and taking a message, dealing with complaints, hotel services, check-out procedures, paying bill, and so on. The following are the conversations between the guests and the Front Desk staffs:

IV. A. Taking reservation over the phone

Dialogue IV.A.1 (Visotskie, 1997: 2-6)
S : Secretary
R : Receptionists
S : Good morning, Sari Pan Pacific hotel, can I help you? (1)
R : I am calling for Mr. Allen from Prima Oil Company.
S : Do you have his room number? (2)
R : No, I want to reserve a room for Mr. Roberts
S : Oh! Who is Mr. Allen? (3)
R : Mr. Allen is the Director of Prima Oil Company and I am his secretary.
Mr. Allen has asked me to reserve a room for a client and charge it to our company's account.
S : Now I understand. When would you like to make the reservation for? (4)
R : June 16th to June 15th.
S : Does that mean will be checking out on the 15th or 16th of June? (5)
R : On the 16th before lunch.
S : Can you give me Mr. Roberts' full name, please? (6)
S : Yes, Alan Roberts.
R: Alan? (7)
S: Yes, A-L-A-N.
R: And the surname. (8)
S: R-O-B-E-R-T-S.
R: And your name and number, Miss? (9)
S: Miss Robins, 543-5431.
R: Would you repeat that, please? (10)
S: Yes, certainly, Miss R-O-B-E-R-T-S, 5-4-3-5-4-3-1.
R: Well, thank you Miss Robins, please could you confirm the reservation by letter or fax? (11)
S: Certainly.

- The principles of good courtesy:
  1. Business-like manner, in number: 4, 5, 11
  2. Politeness; in number: 6, 9, 10
  3. Friendliness; in number: 1
  4. Clarity, promptness or efficiency; in number: 2, 3, 7, 8

- The function of language:
  1. Greeting guest
  2. Asking the room number
  3. Asking the guest
  4. Asking the arrival
  5. Asking the length of staying
  6. Noting the name
  7. Making sure about the name
  8. Making sure about the name
  9. Asking the name of the caller
  10. Making sure about the name
  11. Asking for the confirmation
Dialogue IV. A.2. (Cyssco, 1997: 1-4)

R: Reservation
C: Caller

R: Good morning, Jakarta International Hotel. Can I help you? (1)
C: Good morning. I'd like to reserve a single room, please.
R: Yes, for what date? (2)
C: From April 23rd to May 2nd.
R: Yes, we still have some single rooms available for those dates. (3)
C: May I know your rate per nights, please?
R: For a single room, the rate is US$ 120 per night. (4)
C: Does the rate include breakfast?
R: Yes, of course it does. The rate includes continental breakfast and service charge. (5)
C: Right.
R: Do you want to reserve a room now? (6)
C: Yes, of course, I do. I'm coming next week.
R: May I have your name and address, please? (7)
C: Yes. My name is Richard Mann and my address is 75th Avenue Street, Los Angeles, California, USA.
R: And your phone number, please? (8)
C: My phone number is 340-345 extension 324. Do you need confirmation?
R: Yes, we do. Could you send a fax, please? (9)
C: Right, I'll send a fax to confirm my reservation.
R: We look forward to your visit, Mr. Richard. Thank you for calling us. (10)

• The principle of good courtesy:

1. Business-like manner; in number: 2, 3, 4, 5
2. Politeness; in number: 7, 8, 9
3. Friendliness; in number: 1
4. Clarity, promptness or efficiency; in number: 6
5. Pleasure; in number: 10

• The function of the language:

1. Greeting guest
2. Asking for the arrival
3. Giving information about rooms available
4. Giving information about the rate
5. Giving information about the service

6. Asking the guest of the reservation

7. Asking the guest's name and address of guest

8. Asking the guest's phone number

9. Asking for the confirmation

10. Farewell


R: Receptionist
C: Caller

R: Hotel Data. Good morning. (1)
C: Good morning. My name's Gordon, I'm calling from Perth, Australia.
R: How can I help you, Mr. Gordon? (2)
C: I'd like to make a reservation for next month. Is that possible?
R: Could you mention the exact date? I'd also like to know the number of rooms you need? (3)
C: Of course. I'd like 2 double rooms. And we'll be there from the 12th until the 15th of June.
R: Fine, wait a moment, please, I'll check. (after check) You're confirmed, Mr. Gordon. I've reserved 2 double rooms for June 12th through the 15th. You'll be staying for three nights. (4)
C: That's right.
R: Mr. Gordon, may I have your full name and address? (5)
C: Sure. The name is James Gordon. The address is... 15 Irwin Street... Perth 6000... West Australia. Did you get that?
R: Yes, Mr. James Gordon. 15 Irwin Street, Perth 6000, West Australia. Could you give me your telephone number? (6)
C: 09 - 3253811.
R: 09 - 3253811. Thank you, Mr. Gordon. (7)
C: By the way, what's the rate for a double room?
R: US$ 140, plus 21% tax. (8)
C: That's O.K. Thank you very much.
R: You're welcome. We're looking forward to seeing you, Mr. Gordon. Goodbye. (9)

- The principles of good courtesy:

1. Business-like manner; in number: 3, 4, 5, 6, 7, 8

2. Politeness; in number: 4

3. Friendliness; in number: 1, 2
4. Pleasure, in number: 9

- The function of language:

1. Greeting guest

2. Offering the help

3. Asking for the arrival and rooms needed

4. Handling reservation

5. Asking guest's name and address

6. Asking guest's phone number and making sure about name and address

7. Making sure about telephone number

8. Giving information about the rate

9. Sincerity

Dialogue IV.A.4. (Revell, Stott, 1993:16)

R: Receptionist
C: Caller

R: Advance Reservation. Can I help you? (1)
C: Yes, do you have a double room with shower from the 19th to the 23rd August, with full board, please?
R: One moment, please... Yes, we have. (2)
C: What is the daily rate?
R: US$ 340 per night. (3)
C: Fine. Could I make a booking, please?
R: Certainly. Your name, address and telephone number, please. (4)
C: My name is Roberts and the address is P.O. BOX 743, NL - 1017 Amsterdam. The telephone is 02 - 16 4572. Could I also have garage space for my car?
R: Certainly, Mr. Roberts. I'll reserve you a space. Anything else, sir? (5)
C: No, that's all, thank you.
R: I'll send you confirmation of your booking. (6)
C: Thank you very much. Goodbye.
R: Goodbye. (7)

- The principles of good courtesy:

1. Business-like manner, in number: 5, 6

2. Politeness; in number: 2, 4, 5
3. Friendliness; in number: 1, 4, 5, 7

4. Clarity, promptness or efficiency; in number 3

- The function of language:

1. Greeting guest

2. Informing that there's a room available

3. Informing the hotel's rate

4. Asking guest's name, address, and phone number

5. Reserving a parking space

6. Informing about the confirmation

7. Farewell

IV. B. Handling Reservation problems

Dialogue IV.B.1. (Cyssco, 1997: 53-56)
R: Receptionist
G: Guest

R: Good evening. Can I help you? (1)
G: Yes, I am Dr. Bernard and I come from England. I am coming here to attend an International Seminar. A room has been reserved for me.
R: Just a moment, please. Let me check it first. I am sorry, Dr. Bernard, your name is not on the list. When did you make a reservation? (2)
G: My secretary has called and made a reservation for me.
R: Did you receive a confirmation from us? (3)
G: No, I didn't. So there must be some mistake or she must have forgot it. But you have a single room vacant, don't you?
R: I am sorry, Dr. Bernard. We don't have any more single rooms tonight. There is a full occupancy. However, we'll find an accommodation for you in a nearby hotel. (4)
G: Thank you. Any message for me from Dr. David?
R: No, sir. I don't find anything for you. We have tried to the best. (5)
G: Yes, that's the situation. Are you sure you can find an accommodation for me?
R: I think that's the least we can do for you. (6)
G: Thank you. I appreciate what you are doing for me. And you won't forget me, will you? I want to stay here because the seminar is held in your hotel.
R: Please take a seat, and I'll soon have something arranged for you. (7)
G: Thank you.
• The principles of good courtesy:

1. Business-like manner; in number: 2, 3, 4

2. Politeness; in number: 2, 7

3. Friendliness; in number: 1

4. Clarity, promptness or efficiency; in number: 6

5. Honesty; in number: 4, 5

6. Helpfulness; in number: 7

7. Pleasure; in number: 7

• The function of language:

1. Welcoming guest

2. Receiving guest and checking the reservation list

3. Asking for the confirmation

4. Informing the guest that there are no more rooms available

5. Informing that there are no message for the guest

6. Helping the guest to find another accommodation in another hotel

7. Arranging the accommodation for the guest

Dialogue IV.B.2. (Wordsait, 1971: 77-78)

R : Receptionist  S : Dr. Smith  B : Bill, another receptionist

It is after midnight when Dr. Smith arrives at the hotel.

R : Good evening, sir. What may I do for you tonight? (1)

S : I'm Dr. Howard Smith from Bloomington, Illinois. I've come for the annual medical convention. A room has already been reserved for me hasn't it?

R : Dr. Howard Smith. Let me see, Doctor... No, Doctor, your name is not on the list. When did you make a reservation? Did you yourself make it? (2)

S : No, I didn't make the reservation myself. Mr. Brown, who was coming here from Chicago, promised to reserve a room for me.

R : Did you receive confirmation from us, Doctor? (3)

S : No, I didn't. But Mr. Brown gave you a deposit, didn't he?

R : I'm sorry, but he didn't. There must be some mistake. (4)

S : I know it's late, but may I speak to Mr. Brown?
R: I'm sorry, Doctor, but the Browns left this morning. (5)
S: Oh no! Of course. I can blame only myself. I should attend to my own business myself. Surely you have a single room vacant, haven't you?
R: I'm sorry, Dr. Smith. There's a full occupancy tonight. However, we will find accommodation for you in another hotel. (To his assistant) Bill, call the White Hotel and tell them that we need a room for Dr. Smith. (6)
S: A message was left for me, wasn't it? A letter from Dr. Ross?
R: (After looking through the reserved mail) No, Doctor. I can't find anything here for you. You are having bad luck tonight. (7)
B: (Returning) The White hotel will take Dr. Smith.
R: That's better luck, Dr. Smith, we'll send you to the White Hotel by taxi, and we'll also pay for your hotel room tonight. I'm sure that we'll have a check out in the morning. I'll call you as soon as we know. Have a good night's sleep. (8)
S: Thank you. I appreciate what you are doing for me. You won't forget me, will you? I want to stay, because our meetings are held here.
B: Your taxi's waiting, sir.
S: Thank you. Good night.

- The principles of good courtesy:

1. Business-like manner: in number: 2, 3,
2. Friendliness: in number: 1
3. Clarity, promptness or efficiency: in number: 4, 5
4. Honesty: in number: 4, 5, 6, 7
5. Helpfulness: in number: 6, 8
6. Consistency: in number: 6

- The function of language:

1. Welcoming guest
2. Checking the reservation list
3. Asking for the confirmation
4. Asking apology that the guest's name is not registered
5. Informing that the Browns has checked out
6. Informing the hotel is fully booked and willing to help to find another
hotel

7. Informing that there are no messages for the guest

8. Arranging the accommodation for the guest

Dialogue I.B.3. (Revell, Stott, 1993 : 85 )

B : Brewster, the guest  R : Receptionist

B : Good evening, My name is Brewster. There's a booking in my name. a single room, three nights.
R : I'm very sorry, Mr. Brewster, but we let the room to someone else and there are no available. (1)
B : What do you mean, you've let the room? I made the booking a week ago.
R : I know, sir, but you should have checked in before six this evening, it's early ten now. There's a six p.m. release on all our rooms. It was in the letter of confirmation. (2)
B : That's very pleasant, isn't it? My plane was four hours late. and now you tell me that you've let my room.
R : I'm terribly sorry, but that is the situation. Let me see if I can book you another room in a nearby hotel, and we'll arrange the transfer. (3)
B : I think that's the least you can do. Well, all right, go ahead. I've got to sleep somewhere.
R : Good. Please, take a seat and I'll soon have something arranged for you. (4)

• The principles of good courtesy:

1. Business-like manner; in number: 1, 2

2. Politeness; in number: 2, 4

3. Honesty; in number: 1

4. Helpfulness; in number: 3, 4

5. Pleasure; in number: 4

6. Consistent; in number: 3

• The function of language:

1. Asking apology for deleting reservation

2. Clarifying to guest about hotel's check in time

3. Offering another hotel
4. Arranging another accommodation for the guest

IV. C. Handling Confirmation

Dialogue IV.C.1. (Senduk, 1997 : 43-44)

L : Lion Tours    K : Kartika    T : Mrs. Tan

Kartika, the receptionist, calls up Lion Tours in Singapore to ask for confirmation about rooms that the agency reserved two weeks previously.

L : Good afternoon, Lion Tours.

K : Hello. This is Kartika from Hotel Duta in Yogyakarta. Can I speak to Mr. Chan? (1)

L : Mr. Chan is not in, but his assistant, Mrs. Tan, is here. Would you like to talk to her?

K : Yes, please. (2)

L : Please, hold on. I'll connect you with Mrs. Tan.

T : Good afternoon, Julie Tan speaking. How can I help you, Miss...? (3)

K : Kartika. Good afternoon, Mrs. Tan. I'm from Hotel Duta in Yogyakarta. Lion Tours made reservation for a party from Germany. Mr. Chan promised me to call about details, but... (3)

T : Ah, yes. Mr. Chan had to go out of town, but he left a message. could you wait just a moment, please? I'll get it. (After checking) Here it is. We need fourteen double rooms and two single rooms.

K : 14 double rooms and 2 single. Fine. (4)

T : And the party arrives on July 4, at about 11 in the morning. Will that be OK?

K : July 4, at about 11. It's before check in time, but that's all right. We'll have the rooms ready. (5)

T : Fine, oh, there's one more thing, the guest will stay for four nights.

K : Four nights. Fine. (6)

T : I'm sure that Mr. Chan will contact you as soon as he returns. Is there anything else?

K : Not for the moment. Thank you, Mrs. Tan. Goodbye. (7)

T : Thank you. Goodbye.

• The principles of good courtesy:

1. Business-like manner; in number: 3, 5
2. Politeness; in number: 2,
3. Friendliness; in number: 1
4. Clarity, promptness or efficiency; in number: 4, 6, 7
5. Pleasure; in number: 7
• The function of language:

1. Asking for someone on the phone
2. Answering politely
3. Asking for confirmation
4. Making sure about the rooms reserved
5. Confirming about early check in
6. Making sure about check in time
7. Gratitude

Dialogue IV.C..2. (Yates, 1992: 81)

R : Reception  
G : Guest
R :  Good morning, Holiday Inn. (1)
G :  This is Computer International. I wanted to confirm the arrangement for our conference next month. From the third to the fifth of April. We shall need seventeen double rooms, and thirty two single ones. So we shall be staying six for each meal. And we will want one large and two small conference rooms. Is that all right?
R :  That'll be fine, sir. I'll tell the manager and if there are any problems, he'll come back to you. (2)
G :  Thank you.

• The principles of good courtesy:

1. Friendliness: 1
2. Business-like manner: 2
3. Helpfulness: 2

• The function of language:

1. Greeting guest
2. Receiving the confirmation
IV. D. Fully booked - Putting in the waiting list

Dialogue IV.D.1. (Revell, Stott, 1993: 16)
K: Knudsen, Receptionist  C: Caller
K: Advance reservation. Can I help you? (1)
C: My name is Dalbert. I'd like to book a single room for 25th August.
K: I'm very sorry, sir. We have no single rooms available on that date. I can put you on the waiting list and ring you if there's a cancellation. (2)
C: Thank you, but could you give me the name of another hotel?
K: Try the Hotel Central, sir. (3)
C: Hotel Central. Thank you very much.
K: Not at all. Thank you for calling. (4)

- The principles of good courtesy:
  1. Business-like manner; in number: 2
  2. Politeness; in number: 3
  3. Friendliness; in number: 1, 4
  4. Clarity, promptness or efficiency; in number: 3
  5. Honesty; in number: 2
  6. Pleasure; in number: 4

- The function of language:
  1. Greeting guest
  2. Informing the hotel is fully booked and offering the guest to put on the waiting list
  3. Offering another hotel
  4. Sincerity

Dialogue IV.D.2. (Senduk, 1997: 44-45)
Mr. Hashimoto is a Japanese businessman. He approaches Nma, the receptionist on duty that morning.
H: Good morning, Miss. My name is Hashimoto.
N: Good morning, Mr. Hashimoto. How can I help you? (1)
H: I'd like to book a single room for today.
N: Today? I'm sorry, Mr. Hashimoto, but we are fully booked. (2)
H: What about a double room?
N: We have no vacancies at all. Even the suites are taken. (3)
H: Oh, that's too bad.
N: Let me see... I could call Hotel Ramayana for you. They may have a room available. (4)
H: Yes, please. Thank you very much.
N: It's my pleasure, Mr. Hashimoto. (5)

- The principles of good courtesy:
  1. Business-like manner; in number: 2, 3
  2. Friendliness; in number: 1, 5
  3. Honesty; in number: 2
  4. Helpfulness; in number: 4
  5. Pleasure; in number: 5

- The function of language:
  1. Receiving guest
  2. Informing that the hotel is fully booked
  3. Informing that there are no more rooms available
  4. Offering another hotel
  5. Sincerity

R: Receptionist
G: Guest
R: Holiday Inn. Can I help you? (1)
G: Good evening. I was wondering if you had a single room free for two nights.
R: When do you want to come sir? (2)
G: Tomorrow, actually.
R: I am very sorry, sir. We're fully booked at the moment. Can I suggest you try our other hotel in Frankfurt? (3)
G: Is it near the city center?
R: It is not far, sir. It's by the conference center. (4)
G: That sounds OK. Can I have the number?
R: Certainly, sir. It's Frankfurt, which is 69, and then 68020. (5)
G: I'll give them a call. Thank you for your help.
R: Not at all, sir. (6)

- The principles of good courtesy:
  1. Business-like manner; in number: 2, 3
  2. Politeness; in number: 2, 3, 4, 5, 6
  3. Friendliness; in number: 1, 5, 6
  4. Clarity, promptness or efficiency; in number: 4, 5
  5. Honesty; in number: 3
  6. Helpfulness; in number: 3

- The function of language:
  1. Receiving guest
  2. Asking for the arrival
  3. Informing that the hotel is fully booked and suggesting another hotel
  4. Giving information about hotel's location
  5. Giving information about hotel's address
  6. Sincerity

IV. E. Handling Check-In - Registration

Dialogue IV.E.1. (Revell, Stott, 1993: 24)
L: Leone, the receptionist       R: Mr. Rawson, the guest
L: Good morning. Can I help you? (1)
R: Yes. I've booked a room for the next three nights.
L: Could you give your name, please? (2)
R: Yes, it's Rawson. John Rawson.
L: Ah yes, Mr. Rawson. Here it is. A single with bath until the 27th. Would you fill in the registration card while I prepare your key card? (3)
R: Certainly. Ah good. It is in English. Let me see... name... first name... why do you need these passport details?
L: They are for the Police Department. We have to ask you for this information by law. (4)
R: Here you are. I think I've filled it in correctly.
L: Yes, that's fine, Mr. Rawson. Here's your key. It's room 708 on the seventh floor and the daily rate is 30,000 lire, excluding breakfast. And here's your key card with details of your booking on the front inside. It tells you about all the services the hotel can provide. You'll need it as identification in the hotel's bars and restaurants if you want drinks and meals charged to your account. (5)

R: Right. I'll take good care of that. You mentioned food. Is it possible to get something to eat this late?

L: Yes. Our Belvedere Restaurant is still open. Or if you want something lighter, there's the coffee shop. It's open round the clock. (6)

R: Good. I'll put my luggage in my room first. How do I get to it?

L: Don't worry about that. The porter will take your bags up in the lift and show you to your room. (7)

R: Right. Thank you very much. Good night.

• The principles of good courtesy:

1. Business-like manner; in number: 2, 3, 5, 6

2. Politeness; in number: 2

3. Friendliness; in number: 1

4. Clarity, promptness or efficiency; in number: 4, 6

5. Helpfulness; in number: 7

• The function of language:

1. Receiving guest

2. Asking for the guest's name

3. Serving the guest to fill in the registration card

4. Asking for the guest's passport

5. Informing about the hotel's rate and facilities

6. Giving information about restaurant in the hotel

7. Notifying that bell boy will carry guest's luggage
Dialogue IV.F.2. (Visotskig, 1997: 15-18)

A: Alan Roberts, the guest

R: Receptionist

R: Good evening, sir. May I help you? (1)

A: Yes. My name is Roberts, Alan Roberts. I believe a room has been reserved for me by Miss Robin of the Prima Oil Company.

R: How do you spell that, sir? (2)

A: P-R-I-M-A.

R: I'll just check the computer... Yes, sir. We have a single room reserved for you from June 10th to June 15th - 6 nights. (3)

A: That's right.

R: May I see your passport, sir? (4)

A: Why do you need to see my passport?

R: It's hotel's policy to see an international visitor's passport for identity and in order to record your passport number on your account. It is for your own safety, sir. (5)

A: Well, just a minute, (look in briefcase) here it is.

R: Thank you. And if you would like to leave your credit card with us for a few minutes, we can do a bank check on it, so that you're check out will be so much quicker. (6)

A: No, I don't wish to leave my credit card with you, especially as I am not paying the bill. My bill is to be charged to the Prima Oil Company. Didn't Miss Robin say my bill was to be put on the company account?

R: Oh, yes sir. I remember now. I am very sorry. (7)

A: Now, I would like to confirm my flight to Hong Kong.

R: If you just step over to the concierge's desk, someone there will be happy to do that for you. Meanwhile, I'll get the porter to take your bags to your room. (8)

- The principles of good courtesy.

1. Business-like manner; in number: 3, 4, 5, 6

2. Politeness; in number: 2, 4, 5, 7

3. Friendliness; in number: 1

4. Clarity, promptness or efficiency; in number: 2, 7

5. Helpfulness; in number: 8

6. Pleasure; in number: 8

- The function of language:

1. Receiving guest
2. Asking how to spell the guest's name

3. Informing the length of stay

4. Asking for guest's passport

5. Informing hotel's policy about passport

6. Asking for the payment

7. Asking apology

8. Notifying that bell boy will take the guest's luggage to his room


R: Receptionist
G: Guest

R: Good evening, I do hope you can help us. We had a reservation at the Grand, but when we went there just now, they said they have no record of the reservation.

G: How many rooms do you want, madam? (1)

R: Two. A double room for me and my husband, and two single rooms for my son and daughter. And we also need a cot in our room for the baby. Can you manage that?

G: Let me just check, madam. Would you wait for a moment? (2)

R: Yes, we have two rooms, but they're on different floors. Does that matter? (3)

G: No, that'll be all right. And the cot?

R: I'll see if we've got one spare. One moment, please... Yes, we have, I'll get it sent to your room straight away. (4)

G: Oh, thank you so much. That is a relief.

- The principles of good courtesy:

1. Business-like manner, in number: 1, 2, 3, 4

2. Politeness; in number: 2, 3, 4

3. Honesty; in number: 3

4. Helpfulness; in number: 4

- The function of language:

1. Asking for the room needed
2. Checking out the rooms in the reservation list

3. Informing about rooms available

4. Telling that the hotel's staff will bring the coat to her room

IV. F. Giving information of:  

1. Hotel’s facilities  
2. The location of the hotel  
3. Hotel’s guest

IV. F. 1. Giving information of hotel’s facilities


R: Receptionist

G: Guest

G: Can you tell me something about your hotel in Nottingham, please?

R: Certainly, sir. What would you like to know? (1)

G: First, how far is it from the airport?

R: It’s 20 kilometers, sir. (2)

G: And does it have fitness equipment?

R: Yes, sir, it does. (3)

G: And can I hire a car when I get there?

R: Yes, sir, you can. (4)

G: Has it got facilities for the disabled?

R: Yes, sir, it has. (5)

G: And finally, is there a bus service from the airport?

R: No sir, I’m afraid there isn’t. (6)

G: I see. OK, thank you.

• The principles of good courtesy:

1. Business-like manner, in number: 1

2. Politeness, in number: 1, 2, 3, 4, 5, 6

3. Clarity, promptness or efficiency, in number: 2, 3, 4, 5, 6

4. Honesty, in number: 6

• The function of language:

1. Informing about the same hotel in a different place

2. Informing about the location

3. Informing about hotel’s facilities or fitness equipment
4. Informing hotel's accommodation about car rental

5. Informing facilities for the disabled

6. Informing that there's no bus service from the airport

Dialogue IV F.1.b. (Cyssco, 1997: 45-48 )
R : Receptionist  C : Caller
R : Good morning. Jakarta International Hotel. Can I help you? (1)
C : Good morning. I'm Harold Morgan and I'm calling from London. I'm attending an International Seminar in Jakarta next month. So, I'd be glad if you could give me some information about your hotel.
R : Yes, I'd be glad to. The hotel is a three stars hotel and is located in the middle of the city or about ten minutes on foot from the railway station. (2)
C : What about the rooms and restaurants?
R : All the rooms are very quiet and air-conditioned, of course. We have two restaurants on the ground floor which open 24 hours and serve both international and Indonesian food. (3)
C : I see. What about evening entertainment?
R : For evening entertainment, we always perform traditional dances in the lobby until 11 p.m. We also have a bar which opens 24 hours and with a very interesting atmosphere. (4)
C : And how much is the rate per night?
R : For a single room is US$ 120.00 and for a double US$ 135.00 per night. (5)
C : And that include breakfast, I hope.
R : Yes, that's right. The rate includes breakfast and service charges. (6)
C : Well. And this is a final question. Do you have a swimming pool?
R : Yes, of course, we do. We do have a new swimming pool. It's exactly at the back of the hotel. (7)
C : All right. Thank you for your information. I hope I can stay the night at your hotel some time later.

• The principles of good courtesy:

1. Business-like manner; in number: 2, 3, 4, 5, 6, 7

2. Friendliness; in number: 1

3. Clarity, promptness or efficiency; in number: 5, 6, 7

4. Pleasure; in number: 2

• The function of language:

1. Greeting guest
2. Informing about the hotel's location
3. Informing about the hotel's facilities
4. Informing about evening entertainment in the hotel
5. Informing the hotel's rate
6. Informing that the rate includes breakfast and service charge
7. Informing hotel's facilities about swimming pool

IV. F. 2. Giving information of the location or the way

Dialogue IV.F.2.a. (Senduk, 1997: 133)

I: Imran, the receptionist  
H: Miss Heinz, the guest
I: Good morning. How can I help you? (1)
H: I'm looking for souvenir. Could you recommend a good place?
I: You could go to a department store. (2)
H: I guess so. But I'd like to browse around in several shops.
I: Oh, I see. Then you should go to Jalan Malioboro. You'll find many souvenir shops there. (3)
H: Thanks a lot. By the way, how do I get to Jalan Mali...?
I: Jalan Malioboro. You'd better take a taxi. I'll write down for you. (4)
H: It's Jalan Malioboro. Thanks.
I: My pleasure. (5)

* The principles that the writer learns from this dialogue are:

1. Friendliness; in number: 1, 3, 5
2. Clarity, promptness or efficiency; in number: 2, 3, 4
3. Helpfulness; in number: 4
4. Pleasure; in number: 5

* The function of language:

1. Receiving guest
2. Suggesting a place to find souvenirs
3. Recommending a good place to go
4. Giving information about the location
5. Sincerity

Dialogue IV.F.2.b. (Senduk, 1997: 133-134)

R : Receptionist  S : Mr. Singh, the guest
S : Excuse me. Is there a book store in the hotel?
R : No, sir, but there's a newspaper stand in the lobby. Do you want to buy magazines? (1)
S : No, I want to look at books. Where's the nearest book store?
R : There's one right across the street. (2)
S : Is it open?
R : Hmm... It's nine o'clock yet. You'll have to wait until after nine. (3)
S : OK. I think I'll wait here in the lobby. Thank you.
R : You're welcome. (4)

- The principles of good courtesy:
  1. Business-like manner; in number: 1
  2. Politeness; in number: 1
  3. Friendliness; in number: 4
  4. Clarity, promptness or efficiency; in number: 1, 2, 3
  5. Pleasure; in number: 4

- The function of language:
  1. Informing that there's a newspaper in the lobby
  2. Giving information about the book store
  3. Giving information about the time

4. Sincerity

IV.G. Giving information of the hotel's guest

Dialogue IV.G.1. (Simanjuntak, 1995: 21)

R : Receptionist  G : Guest
R : Good day, sir. (1)
G : Good day. I'm looking for a friend, Mr. Yosron. Can you tell me if he is in this hotel?
R : Just a minute. I'll see if he is registered. (2)
G : Mr. Yosron, the member of Yaship's.
R : Well, there a lot of Yosron here today. (3)
G: Mr. Yosron Smanjuntak from Medan. Isn't he staying at this hotel?
R: Yes, here's his name. He is in room number 5. (4)
G: Will you call him. I'd like to talk.
R: Yes, just a minute. (5)

- The principles of good courtesy:
  1. Business-like manner; in number: 2
  2. Politeness; in number: 1, 2, 5
  3. Friendliness; in number: 1
  4. Clarity, promptness or efficiency; in number: 3, 4

- The function of language:
  1. Receiving guest
  2. Checking the registration list
  3. Asking for guest's full name
  4. Giving information about guest's room number
  5. Calling the guest

Dialogue IV.G.2. (Worsdall, 1971:15-16)
R: Receptionist
G: Guest
R: Good afternoon, sir. May I help you? (1)
G: Yes, please. I'm looking for a friend, Mr. Brown. Can you tell me if he is in the hotel?
R: Mr. Brown? Just a minute. I'll see if he is registered. (She looks over the registered) B-R-O-W-N. There are a lot of Browns here today-Mr. Charles Brown, Mr. D.V. brown, Mr... (2)
G: Mr. John Brown from Chicago, Illinois. Isn't he staying in this hotel? I recommended it to him.
R: Yes, here's his name-Mr. And Mrs. John R. Brown and family. They are in suite 502. (3)
G: Will you please call his room. I'd like to talk to him.
R: You may call him on the house phone. It's over there near the captain's desk. (4)
G: 502. Thanks (Mr. Martin dials the number. He soon returns to the desk). Excuse me, please, but no one answer in 502.
R: I'll see if his keys are in the boxes. Perhaps the Browns are in one of the other rooms of their suite, or at the swimming pool, or in the coffee shop.
Can you wait a few minutes? I'll have the bell man page him. (5)

G : Thank you, but I can't wait. I have to go back to the office. I'm already late. May I leave a message, please?

R : Of course. Here's a piece of paper and envelope (Mr. Martin writes a note). (6)

G : Will you kindly put this in Mr. Brown's box?

R : Yes, indeed, sir, with pleasure. (7)

G : (Leaving) Thank you very much. Good bye.

R : You're welcome, sir. Good day. (8)

- The principles of good courtesy:

1. Business-like manner; in number: 2, 3, 4, 5

2. Politeness; in number: 1, 7, 8

3. Friendliness; in number: 1, 5, 8

4. Clarity, promptness or efficiency; in number: 3, 4, 6, 7

5. Pleasure; in number: 7, 8

- The function of language:

1. Receiving guest

2. Checking the registration list

3. Informing that the Browns family stay in the hotel

4. Suggesting to call the guest on the house phone

5. Helping to find the guest

6. Noting a message

7. Receiving a message

8. Sincerity and greeting guest

IV. H. Giving and taking messages

Dialogue IV.H.1 (Senduk, 1997:116)

B : Budi, the receptionist
S : Mr. Stevenson, the guest

S : Good afternoon. Can I have my key? Room 244.

B : Room 244. Oh, there's a message for you, Mr. Stevenson.
Here it is. Mr. Dean Lopez asked you to call him back. (1)

S: Ah, Dean called me, great. What's his number?
B: 711 055. And Mr. Lopez wants you to call him as soon as you're back. (2)
S: 711 055. All right. I'll call him right away. Thanks.
B: You're welcome. (3)

- The principles of good courtesy:
  1. Business-like manner; in number: 1, 2
  2. Clarity, promptness, efficiency; in number: 1, 2
  3. Pleasure; in number: 3

- The function of language:
  1. Giving a message
  2. Giving the phone number of the caller
  3. Sincerity


G: Guest
R: Receptionist
B: Brown

G: Can you get me Mr. Brown, please? Room 23.
R: Certainly, madam. May I tell him who's calling? (1)
G: Miss Roberts.
R: One moment, please. I'm putting you through now. (2)
B: Brown.
R: There's Mr. Roberts on the line, Mr. Brown. Do you wish to take the call? (3)
B: Yes, I suppose so. Put her through.
R: You're through now. Miss Roberts. (4)
G: Thank you. Hello, Mr. Brown, I ....

- The principles of good courtesy:
  1. Politeness; in number: 1, 2
  2. Friendliness; in number: 1
  3. Clarity, promptness or efficiency; in number: 1, 2, 3, 4

- The function of language:
  1. Taking a message
2. Putting through the phone to the guest

3. Giving a message

4. Putting through the phone to the caller

Dialogue IV.H.3. (Revell, Stott, 1993: 38)

G : Guest  
R : Receptionist

G : Hello. I'm from room 370. My name's John Steel. Could you do something for me?

R : Yes. I hope so, Mr. Steel. (1)

G : The situation is this, a friend of mine is coming here about three. I asked him to meet me here, in fact. The problem is that I have to go to an urgent business meeting and I won't be back until after four. I've tried ringing him but there's no answer. Could you ask him to wait for me in the Capital Bar?

R : Yes, of course. What is his name? (2)

G : Mr. Petterson. He's from Sweden. I'll spell the name for you. P-E-double T-E-R-double S-O-N.

R : Right, Mr. Steel. I'll see that he gets your message. (3)

• The principles of good courtesy:

  1. Business-like manner; in number: 2

  2. Clarity, promptness, efficiency; in number: 1, 3

• The function of language:

  1. Giving a help to guest

  2. Asking the name of guest's friend

  3. Receiving the message

IV.1 Changing the room

Dialogue IV.I.1. (Visutskie, 1997: 83)

R : Receptionist  
T : Mr. Therieaux

R : May I help you, sir? (1)

T : I hope so. I want to change my room.

R : Why is that sir? (2)

T : I have been here since Friday, and I haven't had a wink of sleep. It is too noisy. We get noise from the swimming pool all day and from the night club all night.

R : We have a single at the same price on the eighth floor in the green wing. (3)
T: I have stayed in the green wing before and there was a lot of construction going on and it was very dusty and noisy.

R: The construction was finished over a year ago, sir. It is very quiet now as it overlooks the golf course. On a clear day you can see the volcano at Bogor. (4)

T: When can I move?

R: You can move straight away. I will send a porter up immediately. (5)

- The principles of good courtesy:

1. Business-like manner; in number: 3, 4

2. Politeness; in number: 1, 2, 3

3. Friendliness; in number: 1

4. Clarity, promptness or efficiency; in number: 5

5. Helpfulness; in number: 5

- The function of language:

1. Receiving guest

2. Defining the problem

3. Giving a solution

4. Clarifying the room

5. Notifying that bell boy will carry guest's luggage

Dialogue IV.I.2 (Revell, Stott, 1993 : 26)

G: Grant, the guest  L: Leone, the receptionist

G: Good morning. My name's Grant. I'm in room 204.

L: Good morning, Mr. Grant. What can I do for you? (1)

G: Well, I don't want to make any trouble but I'm not happy with my room. I didn't sleep at all last night.

L: Oh dear, I'm sorry to hear that. (2)

G: Yes, there was a lot of noise from the street. It seemed to go on all night.

L: Well, I'll see if I can find another, quieter, room for you. Yes, 613 is vacant. It is higher up and at the back of the hotel. If you have your bags ready, the porter will collect them and show you where the room is. (3)

G: That's very good of you.

L: I'll bring your key card to reception. I'll change number on it. (4)

G: Thank you. I'll do that.
• The principles of good courtesy:

1. Business-like manner; in number: 3, 4

2. Friendliness; in number: 1,

3. Showing an understanding; in number: 2

4. Helpfulness; in number: 2, 3, 4

5. Consistency; in number: 3

• The function of language:

1. Greeting guest

2. Showing regret

3. Dealing with complaint and promise to take action

4. Changing key card's number

IV. J. Dealing with complaint of:

- room's facilities
- stolen things
- paying bills

IV. J. 1. Dealing with complaint of room’s facilities

Dialogue IV.J.1. a (Revell, Stott, 1993: 85)

B: Miss Bryant, the guest

R: Receptionist

B: Hello, is that Reception?

R: Yes, it is. (1)

B: This is Miss Bryant in room 142. I checked in about ten minutes ago.

R: Ah yes Miss Bryant. How can I help you? (2)

B: You can help me by getting my bathroom put right. It is in an absolutely terrible condition. When I tried the shower, no water came at all.

R: Oh dear, I am sorry to hear that. I'll have it fixed immediately. (3)

B: And that's not at all. There's no soap, towel and toilet paper.

R: I apologize for this, Miss Bryant. We're rather short-staffed at present. Housekeeping should have checked your room. We'll attend to it as soon as possible. There's been a misunderstanding. (4)

B: That's all right. The most important thing is to fix it as soon as possible.
• The principles of good courtesy:

1. Business-like manner; in number: 1, 4

2. Friendliness; in number: 3

3. Clarity, promptness or efficiency; in number: 1

4. Honesty; in number: 1, 4

5. Consistency; in number: 1, 4

• The function of language:

1. Receiving guest

2. Offering the help

3. Showing regret and promise to take action

4. Asking apology and giving a solution

Dialogue IV.1.b. (Cyssco, 1997: 68-70)

R: Receptionist  G: Guest

R: Reception. Can I help you? (1)

G: This is Richard in room 345. I went out this morning and went back a few minutes ago.

R: Oh yes, Mr. Richard. How can I help you? (2)

G: My room obviously has not been cleaned yet. The carpet is still dirty and the bed is unmade.

R: I am sorry, Mr. Richard. Housekeeping staff should have seen to everything this morning. I believe there was a misunderstanding. I'll contact them straight away and send someone up to your room. (3)

G: And can you ask somebody to do something about the shower? When I tried it, the water was not running at all.

R: Right, Mr. Richard. Anything else? (4)

G: Ah, yes. And the light bulb in my bedside lamp didn't work last night. Can you ask somebody to bring a new one for me?

R: All right. I'll send somebody up to fix the shower and bring a new bulb. (5)

G: Thank you.

• The principles of good courtesy:

1. Business-like manner; in number: 3, 5
2. Friendliness; in number: 1, 2
3. Clarity, promptness or efficiency; in number: 5
4. Helpfulness; in number: 5
5. Consistency; in number: 3, 5

• The function of language:
1. Receiving guest
2. Offering the help
3. Giving a solution
4. Defining the problem
5. Promise to take action

IV. 3. 2. Dealing with complaint of stolen things

Dialogue IV. J.2. (Revell, Stott, 1993: 88)

D: Mrs. Dupont
R: Receptionist

R: Good morning, Mrs. Dupont. Is everything all right? (1)
D: No, it is not. Someone stolen some of my valuables - two rings and a gold watch.
R: I'm very sorry to hear that, madam. Where are they? (2)
D: In my room. And the was locked. It can only be one of your staff. I want my things back. And fast.
R: Well, I certainly understand that you're upset about loosing them and we'll do all we can to help. If they're really missing, it's a matter of a police. (3)
D: What do you mean, if they are missing? I told you they were.
R: Yes, madam, but first I'll have one of the Housekeeping staff look through your room in case they're still there. But I must say that we can be held responsible. You should have deposited the valuables with the Reception. It says so on the key card. (4)
D: That's not good enough. I want to see the manager. Immediately.
R: I'll be glad to call the duty manager for you, madam, but he'll certainly say the same. We have very clear instructions about valuables and must follow them. (5)

• The principles of good courtesy:
1. Business-like manner; in number: 4, 5
2. Politeness; in number: 2, 4
3. Friendliness; in number: 1
4. Restate understanding: 3
5. Honesty; in number: 2
6. Helpfulness; in number: 3
7. Consistency; in number: 3, 4

- The function of language:

1. Greeting guest
2. Showing regret
3. Validate the client's feeling
4. Giving a solution

5. Dealing with complaint

IV. J. 3. Dealing with complaints of paying bill
Dialogue IV.3.a (Visotskie, 1997: 31-34)

R : Receptionist  S : Mr. Sakai, the guest
R : May I help you, sir? (1)
S : My name is Sakai, and I would like to settle my bill.
R : Yes sir, it is all prepared. How would you like to pay? (2)
S : I want to pay by credit card.
R : Which one? (3)
S : American Express. What are these telephone charges?
R : You made a long distance call to New York on Thursday morning. (4)
S : The operator never got through and I told her to cancel it. And look over here, what are these room service?
R : You ordered eleven coca-colas and eleven hamburgers to your room last night. (5)
S : No, I ordered seven coca-colas and seven hamburgers. I was in the bathroom when the order arrived and one of my guests signed for them. I suppose he thought I ordered extra, and I didn't realize how many there were as they were all eaten. (5)
R : Well, there was a mistake made on our part, but all the food was eaten! (6)
S : Yes, but if you hadn't made the mistake in the first place, I would only have to pay for seven... Well, I'm in hurry, I'll pay the bill... it might have been different though if it had been caviar and champagne. (... The
receptionist process the credit card).

S: Can't you hurry up, I called down so that I could check out quickly, and now I am running late. I will probably miss my plane.

- The principles of good courtesy:
  1. Business-like manner; in number: 4, 5, 6
  2. Politeness; in number: 1, 2
  3. Friendliness; in number: 1
  4. Clarity, promptness or efficiency; in number: 2, 3, 4
  5. Honesty; in number: 6
  6. Consistency; in number: 6

- The function of language:
  1. Receiving guest
  2. Asking about the payment
  3. Asking about the credit card
  4. Giving information about the bill in detail
  5. Giving information about the bill in detail
  6. Showing regret

R: Receptionist
G: Guest

G: I'm quite sure there's something wrong with my bill, you know. It seems very high to me.
R: I'm terribly sorry, madam. Can you see exactly what's wrong? (1)
G: No. Not immediately. It just seems a lot.
R: Would you like me to check the receipts? (2)
G: Yes, please.
R: Here are your receipts, madam. This is your signature, isn't it? Room 409. (3)
G: That's right.
R: Well, I'm fairly sure the bill's correct. Would you like to check it? (4)
G: Yes, OK. Now, let me see...
• The principles of good courtesy:
  1. Business-like manner, in number: 2, 3, 4
  2. Politeness, in number: 1, 3
  3. Helpfulness, in number: 2
  4. Consistency, in number: 4
  5. Carefulness, in number: 2

• The function of language:
  1. Showing regret
  2. Checking the receipt
  3. Giving the receipt
  4. Making sure to guest that the bill is correct

IV. K. Handling hotel's services:
   - medical emergency
   - wake up call
   - safe deposit box
   - currency exchange
   - transportation arrangement
   - special request

IV. K. 1. Handling medical emergency
Dialogue IV.K.1. (Revell, Stott, 1993:35)
Karina Stelios is on duty in the Reception of the Patras Hotel when she is phoned by a worried person, Mrs. Fairfax.

F: Hello. Reception? This is Mrs. Fairfax in 219. We have an urgent problem. Is there a doctor in the hotel?
S: No, I'm afraid there isn't. But we can call one quickly in an emergency. Aren't you feeling well? (1)

F: It's not me. It's my husband. He has very bad pains in his chest.
S: I'll call the doctor at once. Can you describe any more symptoms? (2)
F: Yes, his breathing is weak, but he doesn't seem to have a temperature. It looks as if he's had a heart attack.
S: Right. I'll get in touch with the doctor immediately and pass that information to him. I'll call you back as soon as I know what he can do. (3)
• The principles of good courtesy:

1. Clarity, promptness or efficiency; in number: 2

2. Honesty; in number: 1

3. Helpfulness; in number: 1, 2, 3

4. Consistency; in number: 1

• The function of language:

1. Handling an emergency call

2. Handling an emergency situation

3. Helping the guest in an emergency situation

IV. K. 2. Handling wake up calls

Dialogue IV.K.2.e. (Visutskie, 1997 : 114-115 )

O : Operator  
G : Guest

O : Operator. I can help you? (1)

G : Yes, I have to make an early start tomorrow, so I would like to be called at 3 o'clock.

O : Is that AM or PM, sir? (2)

G : Well, AM of course. I would hardly want to be called at 5 in the afternoon for an early morning flight.

O : Yes, of course sir. I'm sorry. Five AM. (3)

G : Is the call sure to wake me. I'm a heavy sleeper.

O : Yes, sir. The phone will keep ringing until you answer it. And if you wish we can phone you again ten minutes after you have answered, just in case you fall back to sleep. (4)

G : I think that would be a good idea... mmm... I would like to order my breakfast now. Can you transfer me to my room?

O : Certainly sir. Just hold the line and I will connect you. (5)

• The principles of good courtesy:

1. Business-like manner; in number: 4

2. Politeness; in number: 2, 3, 4, 5

3. Friendliness; in number: 1, 5

4. Clarity, promptness or efficiency; in number: 2, 3
Dialogue IV. K.2.b. (Senduk, 1997:104-105)

Situation: Eka is a telephone operator talking to Mr. Black, who requests a wake up call.

E: Operator. Good evening. (1)
B: Good evening. This is room 304. My name’s Black.
E: Good evening, Mr. Black. What can I do for you? (2)
B: I’d like an early morning call tomorrow.
E: Certainly. What time would you like us to call you? (3)
B: I’m not sure. I’ve got to catch a 7:45 flight. What time should I leave here?
E: Let’s see. You’ve got to be at the airport before 6:00. The drive takes about 45 minutes. (4)
B: So I’ve got to leave by a quarter past 5. Would you call me at 4 o’clock?
E: Right. We’ll see to that, Mr. Black. Four o’clock. Room 304. (5)
B: That’s right. Goodnight.
E: Goodnight. (6)
(The next morning, at 4:00)
B: Hello. Oh, it’s 4 o’clock already?
E: Good morning, Mr. Black. Yes, it’s 4 o’clock. (7)
B: Morning. Thank you.
E: You’re welcome. (8)

• The principles of good courtesy:

1. Business-like manner; in number: 3, 4
2. Friendliness; in number: 1, 2, 3, 6, 7
3. Clarity, promptness or efficiency; in number: 5, 7
4. Pleasure; in number: 8
• The function of language:

1. Greeting guest
2. Offering the help
3. Asking about the time
4. Giving information about the flight
5. Making sure about the time and room number
6. Saying goodnight
7. Waking up the guest
8. Sincerity

IV. K. 3. Handling safe deposit box

Dialogue IV.K.3. (Cysson, 1997: 87)

R: Receptionist  G: Guest
R: Reception. Can I help you? (1)
G: This is Mrs. Steward in room 367. I am going out this morning and I have some jewelry that I am afraid to leave in my room. Is there somewhere you could keep it for me?
R: Certainly. Just bring your valuables to me and I’ll give you a receipt. We have a deposit next to the reception. (2)

• The principles of good courtesy:

1. Business-like manner; in number: 2
2. Friendliness; in number: 1, 2
3. Helpfulness; in number: 2

• The function of language:

1. Receiving guest
2. Serving the guest to have a safe deposit box
IV. K. 4. Handling facsimile

R: Receptionist
G: Guest
G: Could you send this telex, please?
R: Certainly, madam. Would you like to dictate it? (1)
G: It's to 56385 in Germany. The answer back is LG. Attention Mr. Holz. H-O-L-Z.
R: Right. (2)
G: And the message reads:
R: I'll send it immediately, madam. (3)

- The principles of good courtesy:
  1. Business-like manner; in number: 1, 3
  2. Politeness; in number: 3
  3. Friendliness; in number: 1
  4. Clarity, promptness or efficiency; in number: 2, 3

- The function of language:
  1. Asking the guest to dictate the telex
  2. Restate understanding
  3. Sending the telex

IV. K. 5. Handling transportation arrangement

Dialogue IV. K. 5.a. (Senduk, 1997: 109)
T: Tanod, the receptionist
S: Mrs. Sun, the guest
T: Good afternoon. Front office here. How can I help you? (1)
S: Good afternoon. Could you arrange for a taxi to take me to the airport in an hour?
T: At 6:30? (2)
S: Yes, please. Is that possible?
T: May I have your name and room number? (3)
S: I'm Mrs. Sun. Room 620.
T: All right, Mrs. Sun. We'll call you when the taxi arrives. (4)
S: Thank you.
• The principles of good courtesy:

1. Business-like manner; in number: 3, 4

2. Friendliness; in number: 1

3. Clarity, promptness or efficiency; in number: 2, 4

4. Helpfulness; in number: 4

• The function of language:

1. Receiving guest

2. Asking for the time

3. Asking for the name and room number

4. Calling the taxi


R : Receptionist

G : Guest

G : Can you get me a flight to Kuala Lumpur in the next couple of days, do you think?

R : I can certainly try, sir. Would you prefer economy, business, or first class?

(1)

G : Business class, please. Do you know when the flights are?

R : There's a morning and an evening flight, sir. Which would you prefer? (2)

G : I'd rather the morning if possible.

R : The morning flight. I'll ring the airline, sir, and see what I can do. (3)

G : Thank you very much. I'll be in my room, number 412.

R : I'll ring you as soon as I know anything, sir. (4)

G : Thank you.

• The principles of good courtesy:

1. Business-like manner; in number: 1, 2, 3, 4

2. Politeness; in number: 1, 2, 3, 4

3. Helpfulness; in number: 3, 4

• The function of language:

1. Asking to guest about the flight class
2. Informing the guest about the flight time
3. Calling the airline
4. Promise to take action

IV. K. 6. Handling special request


R: Receptionist  G: Guest
R: Holiday Inn, good afternoon. (1)
G: Yes, my wife is disabled, and I'm looking for suitable hotel for a week. Do you have facilities for the disabled?
R: Yes, sir. We have special bedrooms on the ground floor, and a special lift from the car to the ground floor. (2)
G: Oh, good. Then can you book us from the 11th to the 18th of next month?
R: Certainly, sir. If you'd like to give me your name, I'll reserve a room for you. (3)
R: Thank you, Mr. Johansson. (4)

- The principles of good courtesy:

1. Business-like manner; in number: 2, 3
2. Politeness; in number: 2, 3
3. Friendliness; in number: 1, 3, 4
4. Pleasure; in number: 4

- The function of language:

1. Welcoming guest
2. Informing about special facilities in the hotel for the disabled
3. Handling a reservation
4. Showing gratitude


R: Receptionist  G: Guest
R: Good evening, Holiday Inn. Can I help you? (1)
G: I hope so. My name's Mrs. Franklin. Tell me does your hotel have a child
minding service?

R: We don't usually, madam, no. But I'm sure we could arrange one. (2)

• The principles of good courtesy:

1. Friendliness; in number: 1

2. Business-like manner; in number: 2

3. Honesty; in number: 2

• The function of language:

1. Welcoming guest

2. Arranging special request

IV. 1. Guest wants to extend

Dialogue IV.1 (Revell, Stott, 1993: 26)

L : Leone, the receptionist  R : Rawson, the guest

L : Reception. Good morning. (1)

R : Good morning. This is Mr. Rawson in 708. My company has been in touch with me this morning. They'd like me to stay on here in Naples for two more days. I wonder if it's possible to extend my stay here until 29th.

L : Would you hold the line, Mr. Rawson? I'll check the booking situation... Yes, that'll be all right. It may be necessary to ask you to change rooms for the last night. Would that be acceptable? (2)

R : Yes, that's no problem. There's one other thing, too. There's no information in my room about making external calls. I'm trying to call a Pescara number.

L : I'm sorry there's no information. I'll ask Housekeeping to check it. If you dial 9, you'll get an outside line. The Pescara area code is 085. (3)

R : Fine. Thanks for your help.

• The principles of good courtesy:

1. Business-like manner; in number: 2, 3

2. Politeness; in number: 2

3. Friendliness; in number: 1

4. Honesty; in number: 3

5. Consistency; in number: 3
• The function of the language:

1. Greeting guest

2. Changing the room

3. Informing about the code area

IV. M. Check-Out procedures: Paying bill and farewell

Dialogue IV. M.1. (Worsdall, 1971: 48-49)

The Browns are arranging to return home. Mr. and Mrs. Brown go to the Front Desk to ask the amount of their account.

B: Good evening. We're going to leave early tomorrow morning. Will you please prepare my bill?

R: Yes, indeed, Mr. Brown. We'll have your statement ready in the morning. You are in Suite 502, aren't you? (1)

B: That's right. Can you tell me how much it is now?

R: Of course, I'll get your account right away. Here it is, Mr. Brown. This is the amount up to this time. There will be a few other items to add today, I guess. (2)

B: Well, I'd like to know the bad news now. (He looks over the bills and checks his signature.) This looks like our national debts. It's worse than I thought. Let me figure it out. What's the date today?

R: It's 28th of January. You have been here for two weeks. There are five in your family, and you have charged a lot of meals. There are orders from room service and from the valet. There's the cost of the window and mirror, and also TV. (3)

B: And there are a few bills from the bar also. I'm not complaining. But this is the highest bill I've ever got. How much is it in dollars?

R: That's exactly 1,840 dollars. (4)

B: Well, I'll settle in full before we leave in the morning. We have to catch an early plane.

R: Will you pay with traveler's checks or with a credit card? (5)

B: I'll have to use my credit card. We have spent all the travelers' checks.

R: I hope you have enjoyed your visit here with us. (6)

B: Indeed we have. This was the most wonderful vacation that we've ever had. We are planning to return next year. Yes, everything was first class. The suite was fine, the air conditioner and shower worked, the beds were comfortable, and the service and food were very good.

R: Splendid. Let us know when you are coming next year. We'll send up champagne with the roses. Wait a minute, I'll tell Mr. Morton, our manager that you are leaving. He will want to say good bye to you. Have a good trip to Chicago. (7)
• The principles of good courtesy:

1. Business-like manner; in number: 1, 2, 3, 4, 5
2. Friendliness; in number: 6, 7
3. Clarity, promptness or efficiency; in number: 4
4. Pleasure; in number: 6, 7

• The function of language:

1. Receiving a message
2. Preparing the bill
3. Giving information about the bill in detail
4. Informing the amount of the cost
5. Asking about the payment
6. Farewell
7. Promise to give special service in the next arrival

Dialogue IV.M.2. (Senduk, 1997: 160)

H : Hendro, the receptionist
B : Mrs. Bouwman

H : Good morning. May I help you? (1)
B : This is room 403. I'm checking out today. Would you prepare the bill, please? The name's Bouwman.

H : Certainly. Could you repeat your name, please? (2)
B : Bouwman. Gina Bouwman.

H : Thank you, Mrs. Bouwman. What time will you be leaving? (3)
B : In an hour.

H : Fine, we'll have your bill already. (4)
(A few minutes later...)

B : This is Mrs. Bouwman in room 402.

H : Oh, Mrs. Bouwman. Are you checking out now? If so, I'll send a porter up for your luggage. (5)
B : Yes, please.

H : He'll be there in a minute. (6)
B : Thank you.
• The principles of good courtesy:

1. Business-like manner; in number: 2, 3, 4, 5
2. Politeness; in number: 2
3. Friendliness; in number: 1, 2, 3
4. Clarity, promptness or efficiency; in number: 4, 6
5. Helpfulness; in number: 5

• The function of language:

1. Welcoming guest
2. Asking for the name
3. Asking about the check out time to guest
4. Preparing the bill
5. Asking the guest about check out time
6. Telling the guest that the porter will bring the luggage


R : Receptionist  G : Guest

G : Good morning, I am leaving this afternoon. Could you prepare my bill, please?
R : Yes, we'll have it already in a few minutes, sir. May I know your room number, please? (1)
G : Room 356.
R : Right, thank you. (2)
G : Can you tell me how much it is now?
R : Certainly. I'll get your account right away. Here it is sir. This is the amount up to this time. (3)
G : I hope there will be no more items to add until this afternoon. What is the date today?
R : It's the 23rd of July. You've been here for seven days. (4)
G : I ordered a lot of meals. I think this the highest bill I have ever got.
R : Will you pay with traveler checks or credit card? (5)
G : I think I have to use my credit card as I have spent all my traveler checks. Do you take Amex or Visa?
R : We take any credit card. I hope you enjoyed your visit with us, sir. (6)
G : Yes, this is the most wonderful visit I ever had.
• The principles of good courtesy:

1. Business-like manner; in number 1, 3, 4, 5, 6
2. Politeness; in number 1, 3, 6
3. Friendliness; in number 3
4. Clarity, promptness or efficiency; in number 2
5. Pleasure; in number 2, 3

• The function of language:

1. Preparing the bill
2. Making sure about room number
3. Giving the bill to the guest
4. Informing about the length of stay
5. Asking for the payment
6. Farewell


R : Receptionist
G : Guest

R : Here is your receipt, Mr. Edward. I hope you enjoyed your stay with us. (1)

G : I did very much thank you. This is really a wonderful visit. I am flying to Sidney this evening. I am seeing my daugther there.

R : Let me call a porter to help you bring your luggage. (2)

G : No, thank you. I think I can manage it.

R : I am glad you enjoyed your visit and I hope we'll see you again in near future. (3)

G : I hope so. I'm planning to return with my family next year. I know your country is very beautiful. I want to see some other places next year. (4)

R : Do let us a call in advance if you have decided to return. We'll try to get you the same room. (5)

G : Thank you. Just wait and see. I'll let you know later. Do you know how long it takes to the airport?

R : It's about one hour from here. I hope there's no traffic jam. What time is your flight? (6)

G : It leaves at 7:30. I think I still have plenty of time.

R : Ah, this looks like your taxi. Let me call a porter to help you put your
G: Thank you.
R: I hope you have a safe and a pleasant trip.

• The principles of good courtesy:
  1. Business-like manner; in number: 3, 4, 5, 6
  2. Friendliness; in number: 1, 3, 7
  3. Honesty; in number: 4, 5
  4. Helpfulness; in number: 2, 6
  5. Pleasure; in number: 1, 3, 4, 7

• The function of language:
  1. Giving the bill to the guest
  2. Calling a porter for the guest
  3. Sincerity
  4. Asking the guest to visit the hotel another time
  5. Asking the guest about his flight
  6. Notifying that porter will put the luggage
  7. Farewell
CHAPTER V
SUMMARY OF THE RESULTS

In this chapter the summary of the activity as reflected in the function of language, the principle of good courtesy, and the jargon that underlies the used of language is presented below here. This chapter consists of three sections and each of section is categorized according to its activity.

V. A. The summary of the function of language used in Front Desk

The following are the activities usually covered by the language function in a Front Desk of a hotel. These are summarized from the data in the previous chapter.

V. A. 1. Welcoming guest, greeting guest, receiving guest

At first glance, there are few tasks may seem as simple as greeting guests and making them feel welcome. Greeting guest with a warm and pleasant smile is very important to welcome guest in order to make a good first impression. First impressions are only part of creating a positive relationship between hotel and its client. A direct contact between front office staffs and their guests may build pleasant atmosphere and a good image of the hotel. The expressions are:

"Good morning, Sari Pan Pacific hotel, can I help you?" (p.16)
"Hotel Data. Good morning." (p.19)
"Good evening. Can I help you?" (p.21)
"Good evening, sir. What may I do for you tonight?" (p.23)
"Good evening, sir. May I help you?" (p.31)
"Good evening. How can I help you?" (p.36)
"Good day, sir." (p.38)
"Good morning, Mr. Grant. What can I do for you?" (p.43)
"Good morning, Mrs. Dupont. Is everything all right?" (p.46)
V. A. 2. Handling the reservation

The most highly visible duty of the front office is to register and check out guests. Arriving guests come first to the reception area of the hotel so they can register and receive their room assignment. The Front Desk staff conveys the personality of the hotel to guests. The Front Desk staff's performance will set the guest's attitude toward and about the hotel for a very long time. When the guests come to the hotel, the Front Desk staff is responsible for verifying reservation information, assigning room, providing information about facilities, handling guest's requests, and so on. Communication is necessary to the reservation process as it is the most obvious factor in influencing first impression in check-in time. Check in and check out procedures consists of several steps, each of which is important to maintain a pleasant and orderly atmosphere at the front desk. The several steps in check in procedures are:

* Checking the reservation list

"Just a moment please. Let me check it first. I am sorry, Mr. Bernard, your name is not on the list. When did you make a reservation?" (p:21)
"Let me just check, madam. Would you waiting for a moment?" (p:33)
"Mr. Brown? Just a minute. I'll see if he is registered. (She looks over the registered) B-R-O-W-N. There are a lot of Browns here today - Mr. Charles Brown, Mr. D.V. Brown, Mr..." (p:38:39)

* Asking the arrival

"Now I understand. When would you like to make the reservation for?" (p:16)
"Yes, for what date?" (p:18)
"Could you mention the exact date?" (p:19)
"When do you want to come, sir?" (p:29)

* Asking the length of stay

"Does that mean that will be checking out on the 15th or 16th of June?" (p:16)
"I'll just check the computer... Yes, sir. We have a single room reserved for you from June 10th to June 15th - 6 nights." (p: 31)

- Asking room needed

"...I'd also like to know the number of rooms you need?" (p: 19)

- Asking guest's name, address and telephone number

"May I know your name and address, please?" (p: 18)
"Mr. Gordon, may I have your full name and address?" (p: 19)
"Certainly. Your name, address, and telephone number, please?" (p: 20)

- Asking for the passport and identity card

"May I see your passport, sir?" (p: 31)
"It's hotel's policy to see an international visitor's passport for identity and in order to record your passport number on your account. It is for your own safety, sir." (p: 31-32)

- Making sure about name, address and telephone number

Front desk staff will ask the guest or client to repeat the statement and everything that is said so the front desk staff may not have missed something, for examples in:

"09 – 3253811. Thank you, Mr. Gordon." (p: 19)
"14 double rooms and 2 single. Fine." (p: 25)
"Four nights. Fine." (p: 26)

- Asking for the confirmation

"Well, thank you Miss Robins, please could you confirm the reservation by letter or fax?" (p: 6)
"I'll send your confirmation of your booking." (p: 20)
"Did you receive a confirmation from us?" (p: 21)

IV. A. 3. Giving information to guest

One of the primary functions of the Front Desk is to provide the guest information on the availability of hotel services and amenities. Front Desk staffs usually provide information about hotel's area, transportation, local areas of
interest, and restaurants as well as handle special guest requests. Guest usually asks such questions about hotel's operation or general questions. All the receptionists in the hotel usually have a deep knowledge about all the operation of the hotel, so that they will be able to answer anything about hotel's activities, services or events for that day, such as:

- **Informing about the hotel's rate**

  "For a single room, the rate is US$ 120 per night." (p:18)
  "US$ 140, plus 21% tax." (p:19)
  "For a single room is US$ 120.00 and for a double US$ 135.00/night." (p:35)

- **Informing about hotel facilities and services**

  "Yes, of course it does. The rate includes continental breakfast and service charge." (p:2)
  "All the rooms are very quiet and air-conditioned, of course. We have two restaurants on the ground floor which open 24 hours and serve both international and Indonesian food." (p:35)

- **Informing about rooms available**

  "Yes, we still have some single rooms available for those dates." (p:18)
  "Yes, we have two rooms, but they're on different floor. Does that matter?" (p:33)

- **Informing that the hotel is fully booked**

  "I am sorry, Dr. Bernard. We don't have any more single rooms tonight. There is a full occupancy. However, we'll find an accommodation for you in a nearby hotel." (p:21)
  "I'm sorry, Dr. Smith. There's a full occupancy tonight. However we will find accommodation for you in another hotel." (p:23)

- **Informing about check-in and check-out time**

  "I know sir, but you should have checked in before six this evening. It's early ten now. There's a six p.m. release on all our rooms. It was in the letter of confirmation." (p:24)
• Informing about hotel’s guest

"Yes, here’s his name. He is in room number 5." (p:38)
"yes, here’s his name - Mr. and Mrs. John R Brown family. They are in suite 502." (p:39)

IV. A. 4. Giving a help to guest

Guest is someone who has certain needs and wants to be fulfilled. The Front Desk staff needs to be always ready in giving a help to the guest and willing to serve. By this reason, the Front Desk staff is responsible to fulfill guest’s needs in order to make the guest’s stay at the hotel as enjoyable as possible.

• Showing the location

"Johan Malabobo. You’d better take taxi. I’ll write down for you." (p:36)
"There’s one right across the street." (p:37)

• Finding another hotel or accommodation

"I’m terribly sorry, but that the situation. Let me see if I can book you another room in a nearby hotel, and we’ll arrange the transfer." (p:24)

• Carrying guest’s luggage

“Oh, Mrs. Bouwman. Are you checking out now? If so, I’ll send a porter up for your luggage.” (p:59)

• Changing the room

“Well, I’ll see if I can find another, quieter room for you... Yes, 613 is vacant. It is a higher up and at the back of the hotel... ” (p:43)

• Handling transportation arrangement

“I can certainly try, sir. Would you prefer economy, business, or first class?” (p:54)

• Handling wake up calls

“Yes, sir. The phone will keep ringing until you answer it. And if you wish we can phone you again in ten minutes after you have answered, just in case you fall back to sleep.” (p:50)
• Handling medical emergency

"I'll call the doctor at once. Can you describe any more symptoms?" (p: 49)

• Handling safe deposit box

"Certainly. Just bring your valuable to me and I'll give you a receipt. We have a deposit next to the reception." (p: 52)

• Handling facilities for the disabled

"Yes, sir. We have special bedrooms on the ground floor, and a special lift from the car to the ground floor." (p: 55)

IV. A. 5. Giving and taking a message

Giving and taking a message is a part of Front Desk staffs' duty that needs to be aware because it is related to the hotel's trustworthy. If any message for the guest, it will better if the Front Desk staff gives the message as soon as possible.

• Receiving a message

"Right, Mr. Steel. I'll see that he gets your message." (p: 41)

• Giving a message to the guest

"Room 244. Oh, there's a message for you, Mr. Stevenson. Here it is. Mr. Dean Lopez asked you to call him back." (p: 40)

• Putting through the phone to the guest

"Certainly sir. Just hold the line and I will connect you." (p: 50)

"One moment. Please. I'm putting you through now." (p: 40)

• Taking a message

"Certainly, madam. May I tell him who's calling?" (p: 40)

IV. A. 6. Dealing with complaint

No matter how well the Front Desk personnel perform their duty, mistake will be appeared inevitably. The Front Desk staff is always in the guest's line of
vision, and so it is to the Front Desk staff that guest’s complaints are directed. Complaint is a problem that should be viewed as opportunities, rather than causes for panic. By resolving the problem, the Front Desk staff can get the guests’ respect and make them satisfied.

- Defining the problem

Defining the problem is the first step to solve the problem. It is indicates interest in guests and concern for their welfare. Asking the guest to describe the problem with as much as details as is necessary. For example:

"Why is that, sir?" (p: 42)
"Right, Mr. Richard. Anything else?" (p: 45)

- Apologizing and showing regret

If any complaints are voiced by the guests, the Front Desk staffs listening the problem with concern and showing their regret and asking for apologize first, then trying to solve guests’ problem. Example:

"Oh dear, I’m sorry to hear that." (p: 43)
"Oh dear, I’m sorry to hear that. I’ll have it fixed immediately." (p: 44)
"I apologize for this, Miss Bryant. We’re rather short-staffed at present. House keeping should have checked your room. We’ll attend to it as soon as possible. There’s been a misunderstanding." (p: 44)
"I’m sorry to hear that, madam. Where are they?" (p: 46)

- Validating the client’s feelings

Right or wrong, guests with their complaints believe that their problems are real. Giving a respond with a statement that reinforces rather than intimidates. Such as:

"Well, I can certainly understand that you’re upset about losing them and we’ll do all we can to help. If they really missing, it’s matter of a police." (p: 46).
• Giving a solution

Most of guests communicate their complaints to the Front Desk staffs, and they cannot avoid dealing with clients who have complaints because it's a part of their job.

"Well, I'll see if I can find another, quieter room for you... Yes, 613 is vacant. It is higher up and at the back of the hotel. If you have your bags ready, the porter will collect them and show you where the room is." (p. 43)

• Promising to take action

If the problem can be corrected report to the guest and ensuring the guest that the error will be fixed and not repeat in the future, such as in:

"Oh dear, I am sorry to hear that. I'll have fixed it immediately." (p. 44)
"All right, I'll send somebody up to fix the shower and bring a new bulb." (p. 45)

IV. A. 7. Handling check out procedures

In check out time, the Front Desk staff prepares the guest's bill and verifying the all charges of guest's stay to avoid a misunderstanding and ends by payment. After billing process ends, the Front Desk staffs greet departing guests with the same enthusiasm and warmth as arriving guests. This experience will build a lasting impression for the guests and may become important the next time they will visit the hotel again.

• Preparing the bill

"Fine, we'll have your bill already." (p. 59)
"Yes, we'll have it already in a few minutes, sir. May I know your room number, please?" (p. 60)
• Asking about the check out time to guest

"Thank you, Mrs. Bouwman. What time will you be leaving?" (p. 59)
"Oh, Mrs. Bouwman. Are you checking out now? If so, I'll send a porter up for your luggage." (p. 59)

• Informing about the amount of the cost

"That's exactly 1,340 dollars." (p. 57)

• Informing about the bill in detail

"It's the 26th of January. You have been here for two weeks. There are five in your family, and you have charged a lot of meals. There are orders from room services and from the valet. There's the cost of the window and mirror, and also TV." (p. 57)

• Asking about the payment

"Yes, sir. It's all prepared. How would you like to pay?" (p. 47)
"Will you pay with travelers checks or with credit card?" (p. 58)

• Sincerity and Farewell

At check out time Front Desk staff bid the guests a fond farewell and invite them to return again.

"I am glad you enjoyed your visit and I hope we'll see you again in near future." (p. 61)
"We take any credit card. I hope you enjoyed your visit with us, sir." (p. 60)
"I hope you have a safe and a pleasant trip." (p. 61)

V. B. The summary of principles of a good courtesy

Courtesy is the key ingredients of the goodwill that is so essential in developing an effective relationship between the employees and the clients. Hotels serves people and their success depends on how well they serve them in places where they wish to be served. The character and competence of the entire hotel are reflected in the personality of the Front Desk staffs. Clients want to be made
to believe in the staff's reliability and willingness to serve. In this section, the 
writer summarizes the activity of Front Desk staffs in serving the guest as a 
reflection of a good courtesy in a starred hotel. These are summarized from the 
data in the previous chapter.

V. B. 1. Businesslike manner

The front Desk staffs are responsible to handle public's main contact in the 
hotel, such as: handle reservation, registering guest, etc. The businesslike 
communication aspect of the hotel is the primary responsibility of Front Desk 
staffs. The criteria of businesslike communication are showing advantageous 
characteristics needed in business, efficient, and purposeful. In other word, Front 
Desk staffs are talking about business only while they're handling clients. Here 
are some examples:

"Yes, for what date?" (p: 18) → here, the Front Desk staff is asking about when 
the guest wants to come to the hotel. That is businesslike because, the question 
appeared has a purpose that is the arrival time.

"I'll send your confirmation of your booking." (p: 20) → the Front Desk staff tells 
to the guest that he will give the confirmation of the guest's booking. That is 
businesslike because it implies the essential information for the clients.

"Yes, that's right. The rate includes breakfast and service charges." (p:35) → the 
Front Desk staff clarifies the guest about the hotel's rate. It is categorized as 
businesslike because its purpose of giving information which is related to the 
business of the hotel.

"Fine, we'll have your bill already." (p: 59) → the Front Desk staff states to the 
guest that he will prepare the guest's bill right away. The statement is typically 
business like since it determines the method of payment.

The examples above are characterized as businesslike because they reflected 
communication in the manner of the transaction business.
V. B. 2. Politeness

To convey the personality of the hotel, Front Desk staff perform their duties in a good manner and politeness. Guest gets very positive feeling when they are treated with respect and politeness. Though many establishments feature informality, most guests are very agreeable to being called sir or madam. The use of the word please and also the use of past tense indicates the quality of being respected and polite toward guests. The following are some examples of politeness expressions:

“One moment, please... Yes, we have.” (p: 20) → it is more polite rather than saying just a minute.

“Could you give me your name, please?” (p: 30) → the word please has a magical quality of being polite when used sincerely.

“Yes, indeed, sir, with pleasure.” (p: 39) → the word sir is perfectly reasonable to address someone.

“Certainly, sir. Just hold the line I will connect you.” (p: 50) → sir is to address someone.

V. B. 3. Friendliness

First impressions are only part of creating a positive relationship and atmosphere between the hotel and the guests. The way that Front Desk staff welcoming guests with friendliness creates the impression of respect and concern that the hotel has for its guests. The simplest duty of Front Desk staff is greeting the guests by a pleasant smile. A friendly and nice greeting will make the guest feel welcome. To establish a warm atmosphere can be presented by friendliness
greetings, such as: 'good afternoon, sir', 'good morning', and 'thank you'. As it is expressed in:

"Good afternoon, sir. May I help you?" (p: 38)
"Good morning, Mr. Grant. What can I do for you?" (p: 43)
"Thank you, Mrs. Bouwman. What time will you be leaving?" (p: 59)

Some expressions above are typically friendliness since the guests will feel such a pleasant atmosphere when they encounter the hotel they are welcomed by nice and friendly greetings.

V. B. 4. Clarity, promptness and efficiency

Other duty of Front Desk staff includes providing information about hotel's or general questions. Every guest's question or request should be responded promptly, clearly and efficient. Front Desk staff needs to be able to make a conscious effort to evaluate how they are coming through to the customers. The important point in answering guest's question is the promptness and the efficiency answer. For examples if the guest asking about some information such as, the rate of the hotel, the location of the place, or maybe the guest wants to be clarified about the bill then the Front Desk staff could simply respond like this:

"US$ 140, plus 21% tax." (p: 19)
"Try the Hotel Central, sir." (p: 27)
"There's one right across the street." (p: 37)
"You made a long distance call to New York on Thursday morning." (p: 47)

Some examples above can be said as prompt sentences, because they convey the essential information needed in efficient sentences that are very useful for guests for clarity.
V. B. 5. Pleasure

A pleasant service performed by a Front Desk staff implies the ability to give satisfaction and pleasure for the guest. The expressions that will create the pleasant atmosphere toward guests are such as: 'thank you', 'it's my pleasure' and 'you're welcome'. It is very important for the Front Desk staff to choose the words to make the guests felt pleasant when they heard it. The chosen words are, such as:

"Not for the moment. Thankyou, Mrs. Tan. Goodbye." (p. 26)
"It's my pleasure, Mr. Hashimoto." (p. 28)
"You're welcome." (p. 51)

V. B. 6. Honesty

Being honest or telling the truth is a wise thing that Front Desk staffs can do while they are confronting a difficult condition, such as fully booking room. Telling the truth might create a positive attitude toward guests and make it easier to deal with guests who have complaints. It expresses in:

"Today? I'm sorry, Mr. Hashimoto, but we are fully booked." (p. 28)
"No, sir. I'm afraid there isn't." (p. 34)
"Well, there was a mistake made on our part, but all the food was eaten." (p. 47)

V. B. 7. Helpfulness

A guest is someone who has certain need and wants to be fulfilled. A good relationship between the guest and Front Desk staff can be established if all the Front Desk staffs willing to help their clients in any conditions, such as:

"Please take a seat and I'll soon have something arranged for you." (p. 22)
"You can move straightaway. I will send a porter up immediately." (p. 27)
"I'll bring your key card to reception. I'll change number on it." (p. 28)

The use of the words 'please take a seat', 'I will send up a porter', and 'I'll bring your key' will create a sense of helpfulness toward guests.
V. B. 8. Consistency

Being consistent to the guest is the positive attitude that Front Desk staffs have to make them easier to deal with guests who have complaints or problems. For example:

"I'm terribly sorry, but that is the situation. Let me see if I can book you another room at a nearby hotel, and we'll arrange the transfer." (p:24)

"All right, I'll send somebody up to fix the shower and bring a new bulb." (p:45)

The consistency expressions are such as: 'Let me see if I can book you another hotel' or 'I'll send somebody up to fix your shower'.

V. B. 9. Carefulness

When any complaint arises from the guest, it might be better for the Front Desk staffs to respond the complaint carefully in order to avoid a misunderstanding. When clients are in such a difficult situation, speaking carefully tends to become very important rather than to be defensive. It is the responsibility of the Front Desk staff to slow down the clients and ask them to talk what was really happen. The most common complaint of hotel guests is related to the bill payment. And if this problem appeared, it will be better for the staff to re-check carefully about the guest's problem. For example in preparing the bill:

"Would you like me to check the receipts?" (p:48)

By solving it carefully can prevent misunderstandings and minimize complaints.

V. B. 10. Showing an understanding

Every hotel's staff will inevitably have to deal with clients who have complaints. Mostly, guests come to the Front Desk if they find the problem. If the guests complains their problem, listen carefully to the guest’s description of the
problem try to show to the guest that she or he is concern and understand the situation, such as in:

"Well, I can certainly understand that you're upset about losing them and we'll do all we can to help. If they really missing, it's a matter of a police." (p. 46) → respond the problem with a statement that reinforces rather than intimidates.

"Oh dear, I'm sorry to hear that." (p. 43) → showing regret indicates that the staff is understand about guest's problem.

Restating the understanding by validating the guest's feeling is the first step to resolving it.

V. C. The Jargon

In the following section, the writer presents the jargons that are usually appeared in Front Desk area and taken from the data in the previous chapter. As it mentioned above, the aims of jargon is to soften the word and to please the clients of the hotel. There are many types of expression from each conversation that can be categorized as jargon, and those expressions are:

V. C. 1. The use of past tense

When offering something to the guests, it is more impolite for the Front Desk staffs use the sentences in the form of past tense such as 'would you' or 'could you' rather than present tense sentences such as 'will you' or 'can you'. The following are some examples:

- "Now I understand. When would you like to make the reservation for?" (p. 16)
- "Would you repeat that, please?" (p. 16)
- "Could you mention the exact date? I'd also like to know the number of rooms you need." (p. 19)
- "Could you give me your name, please?" (p: 30)
- "Yes, sir, it is all prepared. How would you like to pay?" (p: 47)
- "Well, I'm fairly sure the bill's correct. Would you like to check it?" (p: 48)
- "Certainly, madam. Would you like to dictate it?" (p: 53)
- "Certainly. Could you repeat your name, please?" (p: 59)

V. C. 2. The use of 'may I' when offering something to the guests

- "May I have your name and address, please?" (p: 18)
- "Mr. Gordon, may I have your full name and address?" (p: 19)
- "Good evening, sir. What may I do for you tonight?" (p: 23)
- "May I see your passport, sir?" (p: 31)
- "Good afternoon, sir. May I help you?" (p: 38)
- "Certainly, madam. May I tell him who's calling?" (p: 40)
- "May I help you, sir?" (p: 47)

V. C. 3. The use of miss, madam, and sir to the guests

- "And your name and number, miss?" (p: 16)
- "Your taxi's waiting, sir." (p: 23)
- "When did you want to come, sir?" (p: 29)
- "How many rooms do you want, madam?" (p: 33)
- "Yes, indeed, sir, with pleasure." (p: 39)
- "I'm terribly sorry, madam. Can I see exactly what's wrong?" (p: 48)
V. C. 4. Request in the form of interrogative sentence and the use of the word please

- "May I have your name and address, please?" (p: 18)
- "Yes, we do. Could you send a fax, please?" (p: 18)
- "Mr. Gordon, may I have your full name and address?" (p: 19)
- "Yes, Mr. James Gordon, 15th Irwin Street, Perth 6000, West Australia. Could you give me your telephone number?" (p: 19)
- "Certainly. Your name, address, and telephone number, please?" (p: 20)
- "Please, hold on. I'll connect you with Mrs. Tan." (p: 25)
- "Would you fill in the registration card while I prepare your key card?" (p: 30)
- "May I see your passport, sir?" (p: 31)
- "May I have your name and room number?" (p: 53)
- "Certainly. Could you repeat your name, please?" (p: 59)
- "Yes, we'll have it already in a few minutes, sir. May I know your room number, please?" (p: 60)

V. C. 5. The expression of gratitude

- "Well, thank you, Miss. Robbins, please could you confirm the reservation by letter or fax?" (p: 16)
- "09-3253811. Thank you, Mr. Gordon." (p: 19)
- "Not at all. Thank you for calling." (p: 27)
- "Yes, please. Thank you very much." (p: 28)
- "Thank you, Mrs. Bouwman. What time will you be leaving?" (p: 59)
V. C. 6. The expression when asking the guest to wait

When asking the guests to wait, it might better to express it by using the words 'one moment please' rather than 'wait a minute', such as in:

- "Let me just check, madam. Would you waiting for a moment?" (p: 33)
- "I'll see if we've got one spare. One moment, please... Yes, we have, I'll get it sent to your room straightaway." (p: 33)
- "One moment, please. I'm putting you through now." (p: 40)
- "Certainly, sir. Just hold the line and I will connect you." (p: 50)

V. C. 7. The expression of offering a seat

Asking the guest to have sit can be expressed it by using the expression 'take a seat': it is more polite than asking the guest by 'sit down'

- "Please take a seat and I'll soon have something arranged for you." (p: 22)
- "Good. Please, take a seat and I'll soon have something arranged for you." (p: 24)
CHAPTER VI
CONCLUSION

At the final chapter, the writer presents several important points that are conclude from the analysis in the previous chapter.

As the nerve center of the hotel, the Front Desk is defined as a bundle of duties and guest service rather than as an area located close to the front door. The Front Desk staffs are responsible for handling guest check-in & check-out, handling guest complaints, and they're responsible for communication with guests and other departments. To perform the duty, the Front Desk staff needs an effective communication to create a good relationship between hotel and its guests.

A different occupational area influences different language would be used, it calls a domain language that has its own function of language. Each of department of the hotel has its own language it depends on its role and activity in that area. The writer realizes that the use of language in Front Desk area took a crucial part of creating a positive relationship between hotel and its guests. It is the duty of Front Desk staff because from the first and the last impression of guests are depends largely by their communication with the guests. The communications of Front Desk staff that will be the function of language are: welcoming guest, greeting guest, and receiving guest. Handling reservation, includes: checking the reservation list, asking the arrival, asking the length of stay, asking room needed, asking guest's name, address, and telephone number, asking
for the passport and identity card, making sure about the name, address, and telephone number, asking for the confirmation. Giving information to guest, includes: informing about the hotel’s rate, informing about hotel’s facilities and services, informing about rooms available, informing that the hotel is fully booked, informing about check-in and check-out time. Giving a help to guest, includes: show the location, finding another hotel or accommodation, carrying guest’s luggage, changing the room, making transportation arrangement, handling wake up calls, handling medical emergency, handling safe deposit box, and handling facilities for the disabled. Giving and taking a message, includes: receiving a message, giving a message to the guest, putting through the phone to the guest, and taking a message. Dealing with complaint, includes: defining the problem, apologizing and showing regret, validating the client's feeling, giving a solution, promising to take action. Handling check-out procedures, includes: preparing the bill, asking about check-out time to guest, informing about the amount of the cost, informing about the bill in detail, asking about the payment. Sincerely and farewell.

Besides communication, the professional members of Front Desk need to concern of the way they speak to the guest. It is important for them to perform the service with an effective communication and courteous behavior, because a good communication is not enough without warmth and courtesy. A courteous staff member indicates personal respect and attention to the guest's need that will maintain a pleasant atmosphere. The following are the principles of good courtesy that the writer has categorized into: business-like manner, politeness, friendliness,
clarity, promptness or efficiency, pleasance, honesty, helpfulness, consistency, carefulness, and show an understanding. Those principles can help the Front Desk staff develop an efficient and courteous behavior toward guests.

From the speech between the Front Desk staffs and the guest appeared the jargon or idiomatic expression that is aimed to make the guest pleased and respected as well as courteous behavior. Jargon is used to soften the word and to pleased the person whom we talk to, here is the guest. The following are the jargon that appeared in the study: the use of past tense would you and could you, the use of may i when offering something to the guest, the use of the word miss, madam or sir to the guest, making a request in the form of interrogative sentence, the use of the word please, the expression of gratitude, the expression when asking the guest to wait and the expression of offering a seat in a politeness way.

This study is a descriptive study because its purpose is typically description. The writer gives description about the language that is used in Front Desk based on the analysis conducted by gathering the data from the observation, participation, and sources. The writer has tried the best in making this study possible. The writer wishes that this study will give contribution to Front desk staffs or people who are working or be trained for subsequent careers in hotel will have a better understanding how language plays its role in their job and increasing the quality of the hotel. It is hoped that the technique applied in this analysis can be used as a contribution to future researcher who is interested in a similar project.
BIBLIOGRAPHY


The Management of
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certifies that

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