

English Expressions used by Front Office Staff on Youtube Channel

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I. INTRODUCTION

1.1 BACKGROUND AND PROBLEM

People need to communicate with each other to explain what he needs. He cannot survive on his own without interacting with others. Maintaining human touch with others is a crucial function of communication, which also includes starting, assisting, managing, developing, and maintaining such interactions. Because the speaker is usually the one starting the conversation, he is more accountable for its success because sometimes the other person does not respond well at all. Additionally, when a speaker engages in conversation with an interlocutor, he typically does not feel well, therefore the speaker should think about the impact of what he says. Furthermore, the arrangement of discourse structures in institutional settings is predicated on the entitlement and obligation systems of participation. For instance, the form of conversation includes an opening, an interrogative series, a request, a response, and a close.

A good conversation will have a well-organized structure. For instance, hospitality conversation has clear and concise structure to avoid misunderstandings and miscommunications that can disrupt the flow of operations. As individuals who work in the hospitality industries especially on Front Office Hotel Department, front officers should have an ability, knowledge, and good achievement experience to establish good communication with guests.

Front Office Hotel Department is an important department in the hotel, the hotel front office refers to the department or area within a hotel that directly interacts with guests during their stay. So that, the front officers make direct contact with guests. It is often the first point of contact for guests and plays a crucial role in providing excellent customer service. The front office team is responsible for various guest-related tasks, including check-in, check-out, room reservations, handling guest inquiries and requests, and providing information about the hotel's services and facilities. The front office staffs are usually located at the reception or front desk area and serve as the face of the hotel, ensuring a positive and smooth experience for all guests. So, the main point function of this department is Reservation, Guest service, Check-in, Check-out, Telephone, Payment & Cashiering, Foreign Exchange, Room Assignment, Inquiry etc.

Nowadays, the activities of the hotel front officer are uploaded on the YouTube channel. So that we can see how the front officers handle the guests during their stay, we can also see and learn the language that they used in their interaction. Analyzing the English Expression especially in Hotel Front Office department is very important to learn. The data of the study was taken on YouTube channel.

Based on the background above I am interested in analyzing the English expressions used by Front Office Staff with the guest on YouTube channel.

1.2 PROBLEMS OF STUDY

Based on the background, this research focuses on these following problems, namely:

1. What English Expression are used by The Front Office Staff on You Tube Channel?
2. How are The Expressions used by The Front Office Staff on You Tube Channel?

1.3 AIMS

There are some purposes that must be implemented in this scientific research, namely general aims, specific aims, and academic aims.

The purpose of this research is to apply the theory of language used especially English expressions used by Front Office Staff when they handle the guest and the types of correct English Expressions that we use when we have an English Conversation in Formal Situation even in informal Situation. Academically, the aim of this research is to fulfill academic and to complete research requirements.

II. THEORETICAL BASIS

Theoretical foundation is used to reveal the problems mentioned in this research. Writing a scientific report without a theoretical foundation is meaningless since no scientific analysis of the issue can be generated at all. This is the reason that theory is also employed in the analysis of the issue covered in this work. Thus, when we must write a scientific article, it needs to be backed up by certain hypotheses. A few theories can be applied to this investigation. The first one is analyzing kind of sign in the cartoon movie used theory from a book entitled "Getting Acquainted in Conversation" by Svennevig (January 1,1991), she stated that: *conversation is a joint activity consisting of participatory actions (verbal and nonverbal) between at least two participants that are sequentially organized, locally managed, and improvised. There are several aspects to unpack in this definition.* The second theory is theory by Geoffrey Leech In their book entitled 'Semantic the Study of Meaning' (1974:40) written by Geoffrey Leech. In this book Leech says: "The function of language would be expound knowledge and pass information, so as to facilitate cooperation between members of society"

The theoretical concepts of the language functions and the language forms are also taken from some supporting reference in this paper which will also be mentioned in detail in the bibliography later.

III. METHOD OF RESEARCH

This present research is about the English Expression used by Front Office Staff on You Tube while they handle the guest. This research used descriptive qualitative method to describe conversation analysis used by hotel Front Office Staff and guest. Bodgan and Bilken (1992) stated that qualitative research is as direct source of the data and the researcher is the key instrument, other technique of such research is word association test, sentence completion test, story completion test and similar other projective technique.

The researcher directly involved in observing and collecting data in form of speeches used by Hotel Staff and Hotel Guest. The data collection methods used in this research were Recording, Listening, Transcription, and Note-Taking Techniques method by listening to the speech of the Hotel Staff and Hotel Guest. Qualitative research that emphasizes meaning, focuses more on quality data with qualitative analysis (Sutopo, 2006).

IV. RESULTS AND DISCUSSION

The analysis was done based on the English Expressions used by Front office Staff on You Tube Channel. Based on the data obtained by the front office staff, the researcher found some English language expressions such as expressions for greeting, expressions for asking information, expressions for giving information, expressions for giving suggestions. The data was obtained by investigating and recording conversation used by the front office staff on You Tube. All the functions used take an important role in everyday life, namely when the front office staffs get in touch with the guests, they produce some sentence, phrases, or linguistics unit in the forms of utterances. The analysis will be presented below:

4.1 Expressions for greeting

A greeting is commonly used by the front office hotel staff. It can be explained that greeting is the act or words used by a person to greet or welcome another person. It is a friendly and polite gesture used to welcome someone when you meet them or when you start a conversation. As explained above, the greeting expression is also important because that expression can create good communication and makes the conversation even better. The goal of a greeting is to provide a cordial and welcoming first impression, set the tone for the conversation, and demonstrate your respect and acknowledgement of the other person. A greeting can help people connect in a variety of contexts, including social, professional, and personal interactions. It is a crucial part of social communication. Every hotel has its own procedure to greet the guests, or standard welcoming procedure.

The front office staff must follow the standard greeting procedure, greeting from the staff was given to the guest who come to have a check-in registration the staff just directly ask the guest to fill a registration card which it supposed to give a formal expression of greeting and welcoming the guest based on the situation (setting) can be seen in the following data:

Conversation 1

Front Office Staff: *Good morning.* Welcome to the Transnational Hotel. What can I do for you?

Guest : Good morning. My name is Tom Sanders. I have a reservation for a single room for three nights

Front Office Staff : Alright, Mr. Sanders. Let me pull up your reservation.

From the conversation above, the expression of greeting is used to start the conversation to the guest who comes to check-in. The greeting expression in the data above was used by the front office staff on YouTube Channel in a hotel when the guest came to check-in. The greeting supposed to use in formal expression like "Good morning". Then it is followed by welcoming to the hotel. When the front office staff in the hotel met the guest, she supposed to greet by using standard greeting of the hotel and in formal way instead of saying Hello.

4.2 Expressions for asking information

One of the most common uses of language is to ask for information in order to get details, knowledge, or clarification about a certain subject or issue. When you ask for information, you are expressing your curiosity or need to know more about something. In addition, asking for information is one of the English functions which are used to ask something to other people or guests. Based on the research these expressions were used as asking for information by the front office staff. Most of them use different expressions in both formal and informal situations and most of these expressions are polite enough.

Conversation 2

Front Office Staff: I can't seem to find a record of your booking. Did you book the room directly through us, or *did you use a hotel reservation service or a travel agent?*

Guest : No I booked it directly through you. I have already also paid a deposit on the first night.

Based on the conversation above, we can see that all the italic words are expressions used by the front office staff for asking for information because they supposed to ask information to the guest. This kind of expression used to ask the guest who came to the lobby for check-in registration, however the front office staff did not find the record of the booking. Then the staff asked a question "*did you use a hotel reservation service or travel agent?*" the guest answered that he had booked directly and paid a deposit on the first night. This expression was characterized as formal and polite expression because it is expressed by using the auxiliary "*did*". The staff asked the guest for information to the guest to get clear information about the guest reservation.

4.3 Expressions for giving information

Giving information can occur through various means, such as verbal communication, written documents, emails, presentations, or any other form of communication that facilitates the transfer of information from one person to another. The thing which someone also often does in a communication or conversation is to give information about something to the participants involved. The kinds of the information that he or she should give

usually depend upon the needs of the participants of his or her communication. The information that someone should tell or give to them must be right, detailed and believable, so that they will feel satisfied to accept it, and that his or her communication with them can get on successfully. Giving information is the act of providing facts, details, or knowledge to someone else. It involves conveying data, explanations, or instructions to inform, clarify, or educate the recipient about a specific subject or topic. The purpose of giving information is to share insights, answer inquiries, or fulfill a need for knowledge. Effective communication in giving information requires clear and concise expression, ensuring that the recipient understands the information accurately. Based upon the result of the research, the English expressions used for the function of giving information to the guest were also used by Front office staff on You Tube Channel, as shown in the following conversations:

Conversation 3

Front Office Staff : We don't have any more single rooms available, with the exception of one adjoined room, but, you would then be right next door to a family with children which might get noisy. But that's not a problem. I can upgrade you to one of our business suites. They all come with Jacuzzis.

Guest : Oh that sounds nice. But how much more is that going to cost?

Front Office Staff : *That would of course be at no extra charge to you.*

Guest: Oh Thank you.

With reference to the data above, it can be described that all the underlined words are expressions which were used by the front office staff for giving information to the guest. It can be seen that the front office staff gave information to the guest about the price of the room that she offered. The According to Geoffrey Leech (1974), this expression belongs to informational function because it was used to give information to the listener (guest). The staff attitude when gave the information was very friendly.

4.4 Expression for giving suggestion

Suggestions can be informal or formal and may be given in various settings, such as personal conversations, professional meetings, or group discussions. They can be based on personal experiences, expertise, research, or a desire to be helpful. As has mentioned above, there are many ways of trying to get people to do things for their own goodness by giving a suggestion. A suggestion is usually given to the other people by using expression. Giving a suggestion refers to give an advice, idea, or recommendation to someone about a particular course of action, decision, or solution to a problem. The purpose of giving a suggestion is to provide helpful insights or guidance to the recipient, helping them consider various options or possibilities that may lead to a favorable outcome. The expression which someone uses to suggest the people are commonly understood because his or her aim to express those suggestive expressions is to influence the people's behavior. The time he or she gives suggestions to the people is usually when they need it very much or when he or she thinks that the suggestion is indeed very important for their own goodness. Like other expressions, the English expressions which function as giving suggestions are also used by all the front office staff department on You Tube channel.

Conversation 4

Front Office Staff: *Just leave your suitcase here and the bellboy will bring it up*

Guest : Great. Thank you very much.

Front Office Staff : If you need anything please feel free to dial the front desk

The conversation above happened when a guest wanted to walk to his room. The front office staff then suggested that he could left his suitcase, he did not need to bring it by himself because the bellboy would bring it up for him. In that expression, the staff only used "*just leave your suitcase here and the bellboy will bring it up*" for suggesting the guest the staff stayed in good manner and kept smiling to the guest.

V. CONCLUSION

After having the discussion and analysis of the data, we can draw the conclusion of this research entitled English Expressions used by front office staff on You Tube Channel. The conclusion can be made based on the

analysis of the data that were collected during conducting the research on You Tube Channel. Based on the data analysis, the researcher could see that:

1. The English expressions that are used by the front office staff such as with the guest have functions. The functions of their English expressions are: expressions for greeting, expressions for asking for information, expressions for giving information, expressions giving suggestions,
2. In addition, based on the data analysis, it was also found that there twoform of the English expressions used by the front office staff in their conversation with the guest, those form English expressions are for: informal and formal. Each of those elements has some subject and different expression. The forms of the English functional expressions used by the front office staff on You Tube Channel are mostly in the formal form.

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SUGGESTION

English expressions have their own functions. Their functions always appear in the conversation and should be known by the English speaker. By knowing their functions, great conversation can be well established. It is important because service cannot only be improved by the way we serve the guest, but it also depends on how they express the right English expression. By knowing English functions so the front office staffs will be easier to arrange sentences in their conversation.