The Use of Register in *Luminor* Jember Hotel

Thesis

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ENGLISH DEPARTMENT

FACULTY OF HUMANITIES

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Thesis

Presented to the English Department, Faculty of Humanities, Universitas Jember as One of Requirements to Obtain the Award of Sarjana Degree in English Studies

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DEDICATION

With sincerity and love, I proudly dedicate this thesis to:

1. My beloved Ayah Riko Triyono and Mama Sri Astuti, thank you very much for the love, support, motivation and never ending prayer;
2. My teachers and lecturers, thank you very much for the advice, guidance, patience, support and motivation;
3. My lovely siblings Nurlaily Khofifa and Muh. Ainur Ridho, thank you for the love;
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11. All *Luminor* Jember hotel's staff, thank you for already being the participants of this research.

MOTTO

"Whenever you've got a choice, do good, kiddo. It isn't always fun for easy, but
in the long run it makes your life better"
(Jim Butcher)

DECLARATION

I hereby state that the thesis entitled **The Use of Register in *Luminor Jember Hotel** is an original piece of writing. I certify that the analysis and the research described in this thesis have not been submitted for any other degree or any publication.

I certainly certify to the best of my knowledge that all sources used and any help received in the preparation of this thesis have been acknowledged.

Jember, 24 Februari 2020

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THESIS

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Finally, I do hope that the thesis may give beneficial and valuable contribution for those who concern with linguistics.

Jember, 24 Februari 2020

Anistya Sirin Humairoh

SUMMARY

The Use of Register in *Luminor* Jember Hotel; Anistya Sirin Humairoh, 150110101007; 2020: 59 pages, English Department, Faculty of Humanities, Universitas Jember.

This research concerns with the phenomenon of the use of register in *Luminor Jember* hotel. The object of this research is *Luminor* Jember hotel. It is considered as the national hotel where the register is often used. Theory of speech community by Yule (1985:205) and theory of language varieties by Wardaugh (2006:25) are applied in this research. Furthermore, this research also uses Beardsmore's theory (1982:38) about the factors that cause people to choose language to be used in their communication activity.

This research applies qualitative research. The data are taken from interview session held to the five participants and from the distribution of questionnaire to twenty hotel's staff. Afterward, the data are analyzed by using two techniques. Those are descriptive and interpretative techniques. In addition, this research uses case study as the research strategy.

The result of this research shows that there are fifty five register terms used in *Luminor* Jember hotel. The meanings of those register terms are gotten from the explanation of the receptionists and several sources such as dictionary, article and other internet sources. The meanings of register from the explanation of the receptionists are simple definitions, meanwhile the meanings of register in several sources are complex definitions.

In addition, in this research there are three reasons why receptionists use register in hotel. Those are prestige, identity and solidarity. Those are in line with Beardsmore's study (1982:38). Moreover, this research presents other reasons why the receptionists use register in hotel. Those are hotel's habits and obligation.

Furthermore, there are several register terms that are not recognized by the hotel's staff. They are included into the status of room in a hotel such as *luggage, fee, vacant clean, vacant dirty, vacant clean uncheck vacant clean check* and

postponed. Security and food and beverage departments are the departments whose staff mostly do not know those register terms. Additionally, all respondents agree that English terms are used by the receptionist to give service to the hotel's guests. They also state that the use of English terms is important in increasing their English vocabularies.
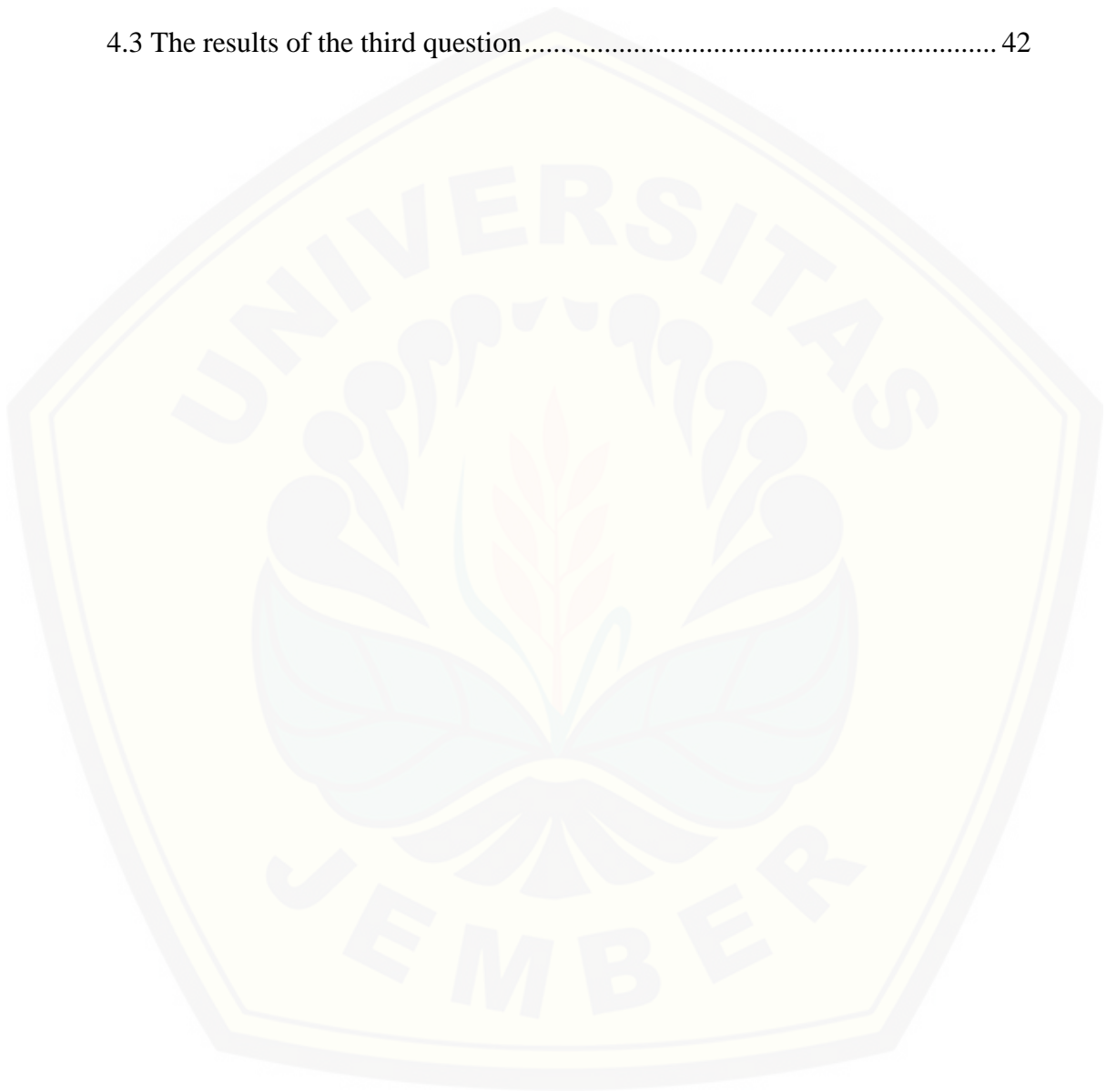
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CHAPTER I. INTRODUCTION

In this chapter, the general idea of the whole research will be provided to give a clear definition related to the research topic. The topic is about the register used in *Luminor* Jember hotel. Therefore, this chapter describes the background of research, the research problem, the research questions, the research purposes, the scope of research and the organization of research.

1.1   The Background of Research

There are varieties within a language used in society. The use of each variety depends on its context and situation. Yule (1985:190) states "there are three kinds of language varieties. They are dialects (social dialect, idiolect), styles and register". As one of language varieties, register can be found in our daily life. It is because several groups of society use it as one of the media to communicate with their same partner in a certain situation.

Register can be defined as a variety of language used for a particular purpose or situation. It means that distinct purposes or situations will create the distinct registers. It is in line with Wardhaugh (2006:90) who states that register can be defined as a variety of language used in speech community that is influenced by context of situation. It is a set of language item associated with discrete occupational or social group. In addition, register becomes one of the ways in which social relationship expose themselves. Register also shows the other aspect of social orders in that social process.

Actually, register concerns with profession or group. The different professions or groups will create different registers with the specific purpose such as the use of register in hotel. Nowadays, there are many hotels exist in developing town and city. Those hotels are developing in the facilities, building and also service. Hotel is one of the accommodations that is managed

commercially. In hotel, there is register used by the hotel's staff such as *bell boy, booking, check in, check out, guestroom, luggage* and *others.*

Jember, one of cities in Indonesia, has many hotels. One of them is *Luminor* Jember hotel. This hotel is not very famous because it is the ex-*Panorama* hotel in the hand of Waringin Hospitality Hotel Group. Certainly, the *Luminor* Jember hotel's facilities are better than the previous hotel. The hotel which is located in KH. Agus Salim street No. 23 Tegal Besar, Kaliwates, Jember, Jawa Timur has modern and classical architecture concept. In addition, the specialty of *Luminor* Jember hotel is fish pond and the garden.

Luminor Jember hotel becomes the object of the research because it is included into the national hotel where the register is often used. Besides, the Human Resources Departments (HRD) of *Luminor* Jember hotel has given permission to the researcher to conduct the research there. Moreover, the hotel's staff are ready to give information or data for the research. Therefore, the research is conducted to discuss the register in *Luminor* Jember hotel deeply and widely.

1.2 The Research Problem

There are several departments in *Luminor* Jember hotel. They are front office, housekeeping, food and beverage departments and others. Front office is an office usually situated in the lobby of the hotel whose the primary function is to control the sale of guest rooms, maintain the guest accounts, render bills, receive payments as well as provide information to other departments within the hotel. Moreover, front office department is the department that uses register mostly in giving service to the guests in *Luminor* Jember hotel. The register consists of English words such as *bell boy, booking, check in, check out, guestroom, luggage* and *others.* The register is commonly understood well by the front office department while the other departments do not really understand the register. This happens because the background knowledge of the staff of front office department is not the same with the background knowledge of other

departments. Other departments may have lack of knowledge about register used by the front office department in the hotel. Therefore, it may create misunderstanding between front office department and the other departments.

According to this phenomenon, the use of register in *Luminor* Jember hotel by the hotel's staff in the hotel is going to be analyzed and discussed more widely and deeply in this research. It is conducted to meet the research purposes. They are finding out the register and its meanings that are used in *Luminor* Jember hotel, describing the reasons of using register in hotel and knowing the understanding of hotel's staff about register.

1.3   The Research Questions

According to the research problem above, the research questions are formulated as follow:

1. What register and its meanings are used in *Luminor* Jember hotel?
2. What are the reasons of using register in hotel?
3. Do the hotel's staff understand register well?

1.4   The Research Purposes

Based on those research questions, there are three purposes of the research. They are:

1. To find out the register and its meanings used in *Luminor* Jember hotel.
2. To describe the reasons of using register in hotel.
3. To know the understanding of hotel's staff about register.

1.5   The Scope of Research

The scope of this research is sociolinguistics which is focused on register. It is specifically the register that is used in *Luminor* Jember hotel.

1.6   The Organization of Research

This research consists of five chapters. Chapter one is introduction. It provides the background of research, the research problem, the research questions, the research purposes, the scope of study and the organization of research. Besides, chapter two is literature review. It deals with the previous researches used to support and to develop the researcher's idea and the theoretical frameworks that are written to support the data analysis in this research. Afterward, chapter three is research method. It concerns with the type of research, the research strategy, the data collection, the data processing and the data analysis. Moreover, chapter four is discussion and result. It is the explanation of the data analysis and result. The last, chapter five is conclusion. It describes a conclusion of the analysis of this research.

CHAPTER II. LITERATURE REVIEW

This chapter presents previous researches and theoretical framework. The previous researches are written to support and to develop the researcher's idea. Furthermore, theoretical frameworks namely sociolinguistics, speech community, language varieties, register, and some factors which cause language variation are used to support the data analysis in this research.

2.1 The Previous Researches

The first previous research used as the guidance for this research is an article written by Asmin (2014). The subject of this research was the staff of front office department. Then, the goal was to find out the English terms, the lexical meaning and the contextual meaning of the English special terms used by the staff of front office department in the Grand Clarion Hotel Makassar. This research employed a descriptive qualitative method. The data were obtained through participant observation, semi-structured interview and review of the documents. The results of the study showed that the majority of terms used in front office department were English. There were 85 (eighty five) English terms and 36 (thirty six) of them were classified as the English special terms. The contribution of the first previous study for this research was the way of collecting the data which was semi-structured interview.

The second previous research on the register is conducted by Dewy (2011). There were two purposes of the research. The first purpose was finding out the terms that belong to golf register used by the caddies of Taman Dayu Golf and Family Club in Pandaan, Pasuruan. The second purpose was identifying the social context that determines the use of the register. So, the researcher related the connection of the use of register terms and social context. The type of this research was descriptive-qualitative research which is conducted by collecting data, analyzing, and describing data. There were seventy terms classified as golf

registers which were considered as the results of the second previous research. The contribution of the second previous study for this research was the method of collecting the data. That is interviewing the participants.

The third previous research on the register is conducted by Mashaq (2016). The purposes of the research were discovering and describing the register terms found in fashion online shop, finding out the ways how the register terms which were used are formed and knowing the customers' response to the use of register terms in fashion online shops. The significance of this research was expected to get a deep understanding of the register used in fashion online shops and the customers' response through the register. Moreover, the data in this research were qualitative and the data collections were observation, questionnaires, and telephone interview. Afterwards, the results show that there are 56 (fifty six) register terms used in the three fashion online shops. The contribution of the third previous research for this research was the way of collecting the data. It was questionnaire.

The fourth previous research on register is conducted by Mulyadiansyah (2018). This research examined the medical register terms used by the doctors, the factor of using medical register terms and the understanding of the patients or family of the patients toward the medical register in Perkebunan Jember Hospital. Qualitative research was employed in this research. Furthermore, the results of this research show that there are 23 (twenty three) medical register terms which are frequently used by the doctors and the nurses in Perkebunan Jember hospital. The theories that were used in Mulyadiansyah's research gave the contribution in this research. They were theories of register by Wardhaugh (2006:52) and some factors which cause language variation by Yule (1985:94).

2.2 The Theoretical Framework

2.2.1 Sociolinguistics

In linguistics, there are several branches of studies. They are Syntax, Semantics, Psycholinguistics, Phonology, Morphology, and Sociolinguistics. Sociolinguistics as one of the braches of linguistic science is a very broad field. The focus of sociolinguistics itself is the language used in the society. It is known that the relationship between the language and the society is closely related. It cannot be separated. Every day, language is a communication tool used by the people in their daily life. Interestingly, each society has its own language.

Based on the Fishman (1972:1) "sociolinguistics is a study of who speak what language to whom and when it takes place". In addition, Fishman states "the concept of language as a tool serve to convey message and ideas is considered too narrow for sociolinguistics". Moreover, according to Hudson (1996:4) "sociolinguistics is the study of language in relation to society". Additionally, language is applied in many aspects of life by the people and its use is influenced by age, situation, social class, culture and religion. For example, people will use the polite language when they speak to older people and people sometimes switch from Maduresse to bahasa Indonesia in the middle of situation.

2.2.2 Speech Community

Yule (1985:205) defines "a speech community is a group of people who share a set of norms and expectation regarding the use of language". Based on this definition, it can be described that people communicate by using certain terms in their community. Those certain terms are different in each community and each term has its rule to be followed by people of the same communities. It is because their background, their habit, their characters, their interest and their place are not same. For example, sport community has different terms from art community. It shows some of providences that language and community are closely related and different. Additionally, speech community can change along the development of

the era. Several new vocabularies will be created by the communities in their daily life. Commonly, it depends on the technology development in the era. In this research, the staff of *Luminor* Jember hotel is the example of speech community. They have several certain terms which are distinctive with the other speech community.

2.2.3 Language Varieties

In this world, there are several countries. Each country has its different language. It is remarkably varied. Let take an example, in this country, Indonesia, people use bahasa Indonesia as the official language but there are also regional languages used by Indonesian people such as Javanese, Osing, Madurese, Balinese, Sundanese and so on. Besides, Javanese itself has three levels of speech indicating what Geertz (1972:176) called "status and familiarity: high (Basa Krama), middle (Basa Madya) and low (Basa Ngoko). These show that each language has varieties. According to Wardaugh (2006:25)

> "variety in terms of specific set of 'linguistic items' or 'human speech patterns' (presumably, sounds, words, grammatical features, and etc.) which we can uniquely with some external factor (presumably, a geographical area or social group)".

It means that there are many factors causing the occurrence of language variety such as groups of people in a society, social activities and geographical area. The existence of language varieties shows that language is still alive along with the time based on the condition, the function and the social situation. Moreover, it will continuously develop in this world. In this research, language variety exists in *Luminor* Jember hotel.

2.2.4 Register

There are many kinds of language varieties based on its use. They are dialects (social dialect, idiolect), styles and registers. Wardhaugh (2006:51) states that,

> "We may try to relate the level of formality chosen to a variety of factors: the kind of occasion, the various social, age, and other differences that exist between the participants the particular task that is involved, e.g., writing or speaking; emotional involvement of one or more of the participants; and so on"

Additionally, the use of register is applied in a group with the same professions and expertise. The similar background, knowledge, experiences and interest make the member of group can understand well about those registers. It is in accordance with Ferguson (cited in Wardhaugh, 2006:52) who states that

> "People participating in recurrent communication situation tend to develop similar vocabularies, similar features of intonation, and characteristics of syntax and phonology that they use in these situations."

Further, Wardhaugh (2006:52) states that "register is a set of language items associated with discrete occupational or social group". From this statement, it can be known that register of economy, register of health, register of advertisement, register of aviation, register of sport, register of lawyer, register of hotel, and others are not similar each other. Register will be commonly understood by the people that are involved in that occupational or social group.

Furthermore, register is important thing in the certain situation. It is because register is used as the characteristics of particular field. This is in line with Yule (1985:94) that defines,

> "a register is a conventional way of using language that is appropriate in a specific context, which may be identified as situational (e.g. in church), occupational (e.g. among doctors) or topical (e.g. talking about language)".

2.2.5 Some Factors Causing Language Variation

People use language variation in their daily communication because there are several factors. This sentence is in line with the Beardsmore's statement (1982). He states that there are some factors that cause people to choose language to be used in their communication activity.

> "The factors ... include the degree of intimacy in the interaction ...; the relative productive knowledge of each speaker involved ...; the prestige of each language ...; attitudinal patterns towards each language ....; the size of the group interacting ...; and individual personality traits."
>
> (Beardsmore, 1982:18)

Among these factors, there are three key words covering them. They are prestige, identity and solidarity.

1. Prestige

One of the factors that cause people to use language variation is prestige. Using a certain language will sometimes shift people to the higher status. It also makes people more confident and prestigious in communicating with others. In addition, people that use their own register will give more positive value in the larger community. For example, in a meeting of lawyer, the lawyers will use more their register.

2. Identity

In a community, the members of certain group of people commonly show their existence by showing their characteristics that are different from others. In this study, identity which relates to distinguishing characters covers 4 reasons proposed by Beardsmore, namely the relative productive knowledge of each speaker involved, attitudinal patterns towards each language, the size of the group interacting and individual personality traits. In detail, the relative productive knowledge of each speaker involved is related to the one with the better command

tends to switch more readily. Besides, attitudinal patterns towards each language show one community often expecting the other to be more or less bilingual than itself. Furthermore, the size of the group interacting means that the majority of speakers of one language might influence the minority present from the other language to switch to coalesced unilingual usage, though this is not always the case. Additionally, individual personality traits are related to personal characters of the speaker, for example, doctor and nurse community tend to use health register due to the group interaction and the need to efficient use. Besides, it also shows the identity of a job as doctor and nurse.

3.   Solidarity

In daily life, there are several social relationships such as neighborhood, childhood, class mate and others. Certainly, there are senses of social relationships. One of them is solidarity. Beardsmore's explanation about other reasons of using certain language is the degree of intimacy in the interaction which here is represented in "solidarity" It becomes the most important sense in relationship. Further, people tend to share many experiences and stories to build intimacy. Besides, building intimacy is also based on the following qualities: kindness, preference, friendliness and goodness. Even so, the people will avoid some barriers such as arrogance, social gap and others that may break intimacy.

CHAPTER III. RESEARCH METHOD

Research method in this chapter is delivered as the tool in getting the data of the research. The research method includes the type of research, the research strategy, the data collection, the data processing and the data analysis.

3.1 The Type of Research

The type of this research is qualitative research that aims to clarify the use of register in the *Luminor* Jember hotel. The data are in the form of words. Besides, this research is also conducted to find out register and its meanings used in *Luminor* Jember hotel, to describe the reasons of using register in hotel's service and to know the understanding oh hotel's staffs about register. Therefore, this research is categorized as qualitative research. It is in accordance with Denscombe (2007:248) who defines "qualitative research relies on transforming information from observation, reports and recording into the data in the form of the written word, not numbers."

3.2 The Research Strategy

This research uses case study as the research strategy. It is because this research cannot be generalized in other objects. This research is only focused on the *Luminor* Jember hotel as the object of the research. This is in line with Denscombe (2007:36) who states that

"case studies focus on one (or just a view) instance of a particular phenomenon with a view to providing an in-depth account of events, relationships, experiences or processes occurring in that particular instance. The use of case studies has become extremely widespread in social research, particularly with small scale research."

3.3 The Data Collection

This research is conducted by doing two methods in collecting the data. Those are interview and questionnaire.

3.3.1 Interview

Creswell (2012) defines that interviews are primarily done in qualitative research and occur when researchers ask one or more participants generally, open-ended questions and record their answers. Often audiotapes are utilized to allow for more consistent transcription.

Afterwards, Gill et al., (2008) state that semi-structured interview is an interview that has several key questions which help to define the areas to be explored, but also allow the researcher the flexibility to pursue an idea in a response in more detail. This is a medium between structured and unstructured interviews.

In accordance with Creswell (2012), this research uses interview in collecting the data. Then, similar to Gill et al., (2008) the type of interview is semi-structured interview which aims at making the interview session which is more relaxed but still serious so that the participants could take part in this session comfortably and express their clarification. This type also aims at finding out the register and its meanings used in *Luminor* Jember hotel and to describe the reasons of using register in.

Interview is conducted to five receptionists of *Luminor* Jember hotel as the participants. It is because they were the staff of front office department that mostly used the register in *Luminor* Jember hotel. In this interview, some general questions are arranged as the guidance to be answered by the receptionists. Afterwards, interview was recorded in the form of audio. Furthermore, some notes were made. The results of the interview were transcribed by the researcher.

3.3.2 Questionnaire

The questionnaire is designed to find out the primary data from the participants. It is similar to Cohen (2013) who mentioned that the questionnaire is the instrument for collecting the primary data. In this research, the questionnaire was distributed to twenty hotel's staff in each hotel department excepting the receptionist department in *Luminor* Jember hotel as the respondents in this research. The purpose is to know the understanding of hotel's staff about register terms.

The type of questionnaire used in this research is closed-ended question. Based on Creswell (2012), a closed-ended question provides a preset response. Thus, the questionnaire used in this research has limited answers. Those limited answers would be "disagree" or "agree" in order to get the clear information.

3.4   The Data Processing

The next method after finding out the data through data collection is data processing. The data will be processed through these following steps:

1   Transcribing the results of interview.

Interview that is conducted to the five receptionists in *Luminor* Jember hotel was recorded in the form of audio. Afterward, the results of interview were transcribed.

2   Identifying the register and its meaning in *Luminor* Jember hotel.

Register and its meanings gotten from interview were identified. It was shown and explained clearly in the result and discussion.

3   Classifying the reasons of using register in *Luminor* Jember hotel.

The reasons of using registers in *Luminor* Jember hotel were found after doing the interview to the receptionists in *Luminor* Jember hotel. Afterward, they were classified.

4   Checking out the results of questionnaire.

It is conducted to know the understanding of hotel's staff about register.

3.5.   The Data Analysis

Data analysis is the important part in this research. In analyzing the data, this research applies two techniques. They are descriptive and interpretative techniques. The descriptive technique is used to describe the register used in hotel. In this technique, registers theory by Wardhaugh (2006:52) are applied.

The interpretative technique is used to know the understanding of hotel's staff about register by applying speech community theory by Yule (1985:205) and language varieties theory by Wardaugh (2006:25). Besides, this technique is used to analyze the reasons of the use of the register in hotel by applying Beardsmore's theory (1982:38) about the factors that cause people to choose certain language to be used in their communication activity.

CHAPTER 4. RESULTS AND DISCUSSION

This chapter presents the results and discussion of this research. It consists of the register and its meanings used in *Luminor* Jember hotel, the reasons using register and the understanding of hotel's staff about register. These results and discussion are taken from doing interview to the hotel's receptionists and distributing the questionnaire to the hotel's staff.

5.1. The Register and Its Meanings Used in *Luminor* Jember Hotel

The first subchapter is the results of the registers and its meanings used in *Luminor* Jember hotel. The register terms taken from internet sources and articles are confirmed to the hotel's staff and the chosen terms are then defined the definitions. The meanings of the register terms are taken from the following sources:

a. Oxford Learner's Dictionary in https://www.oxfordlearnersdictionaries.com/.

b. E-book Seri Perhotelan Terminologi Perhotelan written by Auliya Izza El-Orbani in 2020.

c. Other internet sources.

The results show that there are fifty five register terms used in *Luminor* Jember hotel. They are presented as follow:

1. Check-in

   Check-in is the process when the guests enter a hotel. After that, they do reservation to the receptionist and make an agreement between the hotel and guests for having temporary occupancy or special place (El Orbani, 2010:14). In Oxford Learner's Dictionary, **check-in** is "to go to a desk in a hotel, an airport, etc. and tell an official there that you have arrived" (https://www.oxfordlearnersdictionaries.com/definition/english/check-

in_1?q=check+in). Whereas, the *Luminor* Jember hotel's receptionist states that **check-in** is the process when the guests get their rooms.

2. Check-out

    Check-out is the process when the guests leave the hotel after completing the calculation of bill or procedure for closing or finishing a guest room's account at the time they leave / check out (El Orbani, 2010:14). In addition, the definition of **check-out** in Oxford Learner's Dictionary is "to pay your bill and leave a hotel, etc" (https://www.oxfordlearnersdictionaries.com/definition/english/check-out?q=check+out). Meanwhile, the receptionist of *Luminor* Jember hotel says that **check-out** is the process when the guests get out from their rooms.

3. Late check-out

    Late check-out is the process of leaving the hotel after passing the set deadline (El Orbani, 2010:33). The definition of **late check-out** could not be found in Oxford Learner's Dictionary. In addition, the *Luminor* Jember hotel's receptionist defines that **late check-out** is doing check out after maximum time that has been decided.

4. Early check-in

    Early check-in is the guests' arrival when the room has not been arranged because the arrival of the guests is too early. In other words, **early check-in** is arrival at the hotel before the set date or time in reservation. Early check-in is similar to **early arrival** (El Orbani, 2010:22). The definition of **early check-in** could not be found in Oxford Learner's Dictionary. According to the receptionist of *Luminor* Jember hotel **early check-in** is doing check in before the time that has been decided.

5. Bellboy

Bellboy is the employee of front hotel who serves the guests to enter in the ordered room (taking care of guest's luggage, packages and transport information). The other term of bellboy is "bell man" (El Orbani, 2010:8). Afterward, in Oxford Learner's Dictionary **bellboy** is a person whose job is to carry people's cases to their room in a hotel (https://www.oxfordlearnersdictionaries.com/definition/english/bellboy?q=bellboy). Additionally, the receptionist of *Luminor* Jember hotel states that **bellboy** is a person that helps to bring the guests' stuffs.

6. Guestroom

Guestroom is the room's types for the guests that are available in a hotel, for example: standard, superior, deluxe, executive, family, duplex, connecting, no smoking, single, double, triple, president suite, penthouse or villa (El Orbani, 2010:30). In Oxford Learner's Dictionary, **guestroom** is a bed room that is kept for the guests to use (https://www.oxfordlearnersdictionaries.com/definition/english/guest-room?q=guest+room). According to the *Luminor* Jember hotel's receptionist, **guestroom** is a room for a guest.

7. Luggage

There is no definition of **luggage** in internet sources. Additionally, in the Oxford Learner's Dictionary **luggage** is bags, cases, and others that contain somebody's clothes and things when they are travelling (https://www.oxfordlearnersdictionaries.com/definition/english/luggage?q=luggage). It is in line with the *Luminor* Jember hotel's receptionist definition that **luggage** is guests' stuffs.

8. Ballroom

Ballroom is a room with generally quite large and may have ceilings higher than other rooms in the same building. In Oxford Learner's Dictionary,

ballroom is a very large room used for dancing on formal occasions (https://www.oxfordlearnersdictionaries.com/definition/english/ballroom?q=ballroom). Whereas, the *Luminor* Jember hotel's receptionist states that **ballroom** is a big room for big event.

9. Gym

    Gym, also known as **gymnasium**, is a covered location for gymnastics, athletics and gymnastic services (https://en.wikipedia.org/wiki/Gym). In Oxford Learner's Dictionary, **gym** is a room or hall with equipment for doing physical exercise (https://www.oxfordlearnersdictionaries.com/definition/english/gym?q=gym). In addition, the *Luminor* Jember hotel's receptionist says that **gym** is a place to do exercise.

10. Lunch

    Lunch might be common, but it also belongs to hotel register, because it is commonly spoken and used to communicate among the hotel staff community. The other English words including in the common terms are dinner and breakfast which are discussed in the followings after the word lunch. In Oxford Learner's Dictionary, the definition of **lunch** is eating in the middle of the day (https://www.oxfordlearnersdictionaries.com/definition/english/lunch_1?q=lunch). Additionally, the *Luminor* Jember hotel's receptionist states that **lunch** is eating the meal in the afternoon.

11. Dinner

    In Oxford Learner's Dictionary, **dinner** is the main meal of the day, eaten either in the middle of the day or in the evening (https://www.oxfordlearnersdictionaries.com/definition/english/dinner?q=dinner). Afterwards, the receptionist of *Luminor* Jember hotel says that **dinner** is eating the meal in the evening.

12. Breakfast

In Oxford Learner's Dictionary, **breakfast** is the first meal of the day (https://www.oxfordlearnersdictionaries.com/definition/english/breakfast_1?q=breakfast). According to the receptionist in *Luminor* Jember hotel, **breakfast** is eating the meal in the morning.

13. Down payment

Down payment is a type of payment made in cash during the onset of the purchase of an expensive good or service (https://www.investopedia.com/terms/d/down_payment.asp). The definition of **down payment** in Oxford Learner's Dictionary is a sum of money that is given as the first part of a large payment (https://www.oxfordlearnersdictionaries.com/spellcheck/english/?q=down payment). Furthermore, the receptionist of *Luminor* Jember hotel defines that **down payment** is the money that must be given early.

14. Laundry

Laundry is the responsibility for washing linen goods for internal purposes hotel or for customers, where hotel guests deliver the dirty clothes to be washed by laundry maid (washing officer) (El Orbani, 2010:33). Based on Oxford Learner's Dictionary, **laundry** is the clothes, sheets, and others that need washing, that are being washed, or that have been washed recently (https://www.oxfordlearnersdictionaries.com/definition/english/laundry?q=laundry). Furthermore, the receptionist of *Luminor* Jember hotel defines that **laundry** is clothes that need to wash.

15. Cancel

Cancel is the cancellation of booking the room or other hotel's facilities (El Orbani, 2010:12). In Oxford Learner's Dictionary, **cancel** is to say

that you are not longer want to continue with an agreement, especially one that has been legally arranged (https://www.oxfordlearnersdictionaries.com/definition/english/cancel?q=cancel). According to the receptionist in *Luminor* Jember hotel **cancel** is the deletion of something.

16. Room rates

Room rates are the prices of a room sold for one night (El Orbani, 2010:46). The definition of **late room rates** could not be found in Oxford Learner's Dictionary. Additionally, the receptionist in *Luminor* Jember hotel defines that **room rates** are the prices of the room at the hotel.

17. Meeting room

Meeting room is a room for meeting that has a smaller capacity with facilities or equipment that are simpler than banquet hall and requiring some labors. In Oxford Learner's Dictionary, **meeting room** is a room in a hotel where people can gather. In addition, the *Luminor* Jember hotel's receptionist states that **meeting room** is a room for meeting event.

18. Fee

A **fee** is a fixed price charged for a specific service. Fee is applied in a variety of ways such as costs, charges, commissions, and penalties. Fee is commonly found in heavily transactional services and paid in lieu of a wage or salary (https://www.investopedia.com/terms/f/fee.asp). In Oxford Learner's Dictionary, **fee** is an amount of money that you pay for professional advice or service (https://www.oxfordlearnersdictionaries.com/definition/english/fee?q=fee) . According to the receptionist in *Luminor* Jember hotel **fee** is a cost of something.

19. Full board

    Full board is a meeting activity with facilities for 3 meals (morning, afternoon, evening) which is combined with the lodging / room's request (El Orbani, 2010:27). The definition of **full board** in Oxford Learner's Dictionary is a type of accommodation in a hotel that includes all meals (https://www.oxfordlearnersdictionaries.com/definition/english/full-board?q=full+board). In addition, the *Luminor* Jember hotel's receptionist says that **full board** is renting a ballroom or meeting room and includes the meals.

20. Late charge

    Late charge is the lateness of charge that is paid when the guests check out (El Orbani, 2010:33). The definition of **late charge** could not be found in Oxford Learner's Dictionary. Furthermore, the receptionist of *Luminor* Jember hotel defines that **late charge** is the payment for late check-out.

21. Back-to-back

    Back-to-back is the term used for guests group when "check out" to leave the group and other groups "check in" in the same day. This is because the room reservations are continuous during a certain period. It is also known as **check in - check out group** (El Orbani, 2010:6). In Oxford Learner's Dictionary, **back-to-back** is following one after another in a series, without   interruption (https://www.oxfordlearnersdictionaries.com/definition/english/back-to-back_1?q=back-to-back). According to the receptionist in *Luminor* Jember hotel **back-to-back** is when the rooms are fully booked today and tomorrow because there are the other guests that have booked all the rooms.

22. Actual check-out

There is not definition of **actual check-out** in internet sources. Furthermore, the definition of **actual check-out** could not be found in Oxford Learner's Dictionary. Further, *Luminor* Jember hotel's receptionist states that **actual check-out** is doing check out before the check out's time.

23. Wake-up call

Wake-up call is a call to wake the guest (made by bellboy or room boy) or by the telephone system (automatically the telephone will ring at the hour that it has been desired by the guest) (El Orbani, 2010:56). In Oxford Learner's Dictionary, **wake-up call** is a telephone call that you arrange to be made to you at a particular time, for example in a hotel, in order to wake you up (https://www.oxfordlearnersdictionaries.com/definition/english/wake-up-call?q=wake+up+call). It is in line with the *Luminor* Jember hotel's receptionist who states that **wake-up call** is a service for waking up the guest from the phone.

24. Breakfast box

There is no definition of **breakfast box** in internet sources. Besides, the definition of **breakfast box** could not be found in Oxford Learner's Dictionary. However, *Luminor* Jember hotel's receptionist defines that **breakfast box** is a breakfast meal that is put in the box.

25. Front office

Front office is the office's part of the hotel that takes care of guests' arrival (check in) and guests' departure (check out) and provides the complete information needed by guests who will stay at the hotel (El Orbani, 2010:26). The definition of **late front office** could not be found in Oxford Learner's Dictionary. According to the receptionist in *Luminor*

Jember hotel, **front office** is a department in the front line that gives first impression of the hotel.

26. Reception

Reception is the hotel's front office where the guests will book the room in the hotel or place to process the guests who will leave the hotel (check out) (El Orbani, 2010:26). Based on Oxford Learner's Dictionary, **reception** is the area inside the entrance of a hotel, an office building and others where the guests or visitor go first when they arrive (https://www.oxfordlearnersdictionaries.com/definition/english/reception?q=reception). It is in line with the *Luminor* Jember hotel's receptionist who states that **reception** is a part of front office department that controlling check in, check out, complain and being the center of communication

27. Reservation

Reservation is the process of booking a room in a hotel (El Orbani, 2010:43). In Oxford Learner's Dictionary, **reservation** is an agreement for a seat of plane or train, a room in hotel to be kept for you (https://www.oxfordlearnersdictionaries.com/definition/english/reservation?q=reservation). Additionally, the receptionist in *Luminor* Jember hotel defines that **reservation** is the process of booking a room.

28. Cashier

Cashier is someone whose main focus is to facilitate money transactions for customers by accepting cash, cheque, credit or debit (https://www.careerexplorer.com/careers/cashier/) The definition of **cashier** in Oxford Learner's Dictionary is a person whose job is receiving and paying out money in a bank, shop or store, hotel, etc. (https://www.oxfordlearnersdictionaries.com/definition/english/cashier_1?q=cashier). Besides, the receptionist of *Luminor* Jember hotel states that a **cashier** is a department that controls all of payment.

29. Housekeeping

Housekeeping is one of the departments in hotel which is responsible for the rooms, public areas, laundry and recreation area (El Orbani, 2010:30). In Oxford Learner's Dictionary, **housekeeping** is the department in a hotel, a hospital, an official building, etc. that is responsible for cleaning the room, etc. (https://www.oxfordlearnersdictionaries.com/definition/english/housekeeping?q=housekeeping). Besides, the *Luminor* Jember hotel's receptionist defines that **housekeeping** is a department that is responsible for the hotel's hygiene.

30. Room attendant

Room attendant is officer who is responsible for maintaining the cleanliness, tidiness, comfort and neatness of guests' rooms (El Orbani, 2010:6). In Oxford Learner's Dictionary, **room attendant** is a person whose job is to serve or help people in a public place (https://www.oxfordlearnersdictionaries.com/definition/english/attendant_1?q=attendant). In addition, the *Luminor* Jember hotel's receptionist defines that **room attendant** is person who has responsibility for room's cleanliness.

31. Public area

Public area is part or outlet in the housekeeping department that is responsible for cleanliness, beauty, neatness of public spaces such as lobbies, corridors, meeting rooms, locker, toilets, both back of the house and front of the house) (El Orbani, 2010:41). The definition of **public area** in Oxford Learner's Dictionary is the right of people in general to go into particular buildings or areas of land or to obtain particular information (https://www.oxfordlearnersdictionaries.com/definition/english/public-

access?q=public+access). Whereas, the *Luminor* Jember hotel's receptionist state that **public area** is other area excepting the rooms.

32. Order taker

Order taker is a hotel staff in part of housekeeping departments. The order taker has a simple responsibility. Those are picking up and receiving orders over the telephone but the order taker has a great responsibility in delivering information about the status of room for the hotel's guests. The definition of **order taker** could not be found in Oxford Learner's Dictionary. In addition, the *Luminor* Jember hotel's receptionist says that **order taker** is someone who takes guests' order.

33. Waiter / waitress

Waiter / waitress is service officer in the restaurant who directly serves the guests, receives the order to be provided (El Orbani, 2010:56). In Oxford Learner's Dictionary, **waiter / waitress** is a person whose job is to serve customers in a restaurant, etc (https://www.oxfordlearnersdictionaries.com/definition/english/waiter?q= waiter). Furthermore, the receptionist of *Luminor* Jember hotel defines that **waiter / waitress** is someone who notes guests' food and drink orders in restaurant.

34. Banquet

Banquet is party's banquet held at the hotel with food and beverage services in a special room (El Orbani, 2010:7). The definition of **banquet** in Oxford Learner's Dictionary is a formal meal for a large number of people, usually for a special occasion, at which speeches are often made (https://www.oxfordlearnersdictionaries.com/definition/english/banquet?q =banquet). According to the receptionist in *Luminor* Jember hotel **banquet** is all parts that relate to an event.

35. Chef

   Chef is responsible employee for everything about the food in a restaurant. Based on Oxford Learner's Dictionary, **chef** is a professional cook, especially the most senior cook in a restaurant, hotel, or others (https://www.oxfordlearnersdictionaries.com/definition/english/chef?q=c hef). Whereas, the *Luminor* Jember hotel's receptionist states that **chef** is someone who cooks some of food in hotel.

36. Cook helper

   Cook helper is the employee with the duties and responsibilities to assist the tasks of his supervisor or the assistant of the cook. The definition of **cook helper** could not be found in Oxford Learner's Dictionary. In addition, the *Luminor* Jember hotel's receptionist states that **cook helper** is someone who helps the chef in restaurant.

37. Steward

   Steward is responsible for everything involved in the experience of a fine dining establishment, besides actually cooking the food. Usually employed within the restaurant or public dining area of an upscale hotel, the role of steward revolves entirely around the customer experience. Steward's duties range from setting tables to garnishing dishes, and everything in between (https://www.jobhero.com/hotel-steward-job-description/). In Oxford Learner's Dictionary, **steward** is a person whose job is to arrange for the supply of food to a collage, club, etc. (https://www.oxfordlearnersdictionaries.com/definition/english/steward? q=steward). Furthermore, the receptionist of *Luminor* Jember hotel defines that **steward** is someone who washes the dishes.

38. Buffet

   Buffet is the food service system that is served at a large table and guests are allowed to choose their own preferred dish (El Orbani, 2010:11). In

Indonesia, it is known as "prasmanan". In Oxford Learner's Dictionary, **buffet** is a meal at which people serve themselves from a table and they stand or sit somewhere else to eat (https://www.oxfordlearnersdictionaries.com/definition/english/buffet1?q =buffet). According to the receptionist in *Luminor* Jember hotel **buffet** is the service for guests to eat all of the food in restaurant.

39. Restaurant

Restaurant is a place where cooked food is sold to the public and the place where people sit down to eat it. It is also a place where people go to enjoy the time and to eat a meal (https://simple.wikipedia.org/wiki/Restaurant). The definition of **restaurant** in Oxford Learner's Dictionary is a place where you can buy and eat a meal (https://www.oxfordlearnersdictionaries.com/definition/english/restauran t?q=restaurant). Additionally, the *Luminor* Jember hotel's receptionist defines that **restaurant** is place for eating.

40. Single bed

Single bed is a small bed that is used for one person (El Orbani, 2010:49). In Oxford Learner's Dictionary, **single bed** is a bed big enough for a person (https://www.oxfordlearnersdictionaries.com/definition/english/single-bed?q=single+bed). In addition, the *Luminor* Jember hotel's receptionist says that **single bed** is one bed facility in the room.

41. Suite room

Suite room is the type of room that is the highest level of all rooms in star-rated hotels. In Oxford Learner's Dictionary, **suite room** is a set of rooms, especially in a hotel (https://www.oxfordlearnersdictionaries.com/definition/english/suite?q=s

uite). It is in line with the *Luminor* Jember hotel's receptionist who defines that **suite room** is the high level of room.

42. Extra bed

    Extra bed is the additional bed in hotel rooms rented when the total of occupants exceeds from the capacity of existing bed. Extra bed usually can be moved or saved easier when it is not used because it can be folded (El Orbani, 2010:24). The definition of **extra bed** could not be found in Oxford Learner's Dictionary. Furthermore, the receptionist of *Luminor* Jember hotel defines that **extra bed** is additional bed facility in the room.

43. Catering service

    Catering service may have its own cooks to prepare food or it may obtain food from a contractor or third party to deliver to the client (https://www.quora.com/What-are-catering-services). In Oxford Learner's Dictionary, **catering service** is a service of providing foods and drinks for meetings or social events (https://www.oxfordlearnersdictionaries.com/definition/english/catering?q=catering). In addition, the *Luminor* Jember hotel's receptionist states that **catering service** is a service for delivering several meals.

44. Deluxe room

    Deluxe room is the main-class room of a hotel. The size of the room is bigger. The quality of room facilities is good. It has special services (El Orbani, 2010:19). In Oxford Learner's Dictionary, **deluxe room** is of a higher quality and more expensive than usual (https://www.oxfordlearnersdictionaries.com/definition/english/deluxe?q=deluxe). Whereas, the *Luminor* Jember hotel's receptionist defines that **deluxe room** is second type of the room in hotel.

45. Lobby lounge

Lobby lounge is a room that is located near the entrance of a public building (https://www.linkedin.com/pulse/difference-between-lobby-loung-laura-saliman). The definition of **lobby lounge** could not be found in Oxford Learner's Dictionary. Furthermore, the receptionist of *Luminor* Jember hotel defines that **lobby lounge** is a place for waiting in hotel.

46. Standard room

Standard room is the type of room that has the most standard facilities at the hotel. In Oxford Learner's Dictionary, **standard room** is a level of quality that is normal or acceptable for a particular person or in a particular situation (https://www.oxfordlearnersdictionaries.com/definition/english/standard_1?q=standard). In addition, the *Luminor* Jember hotel's receptionist says that **standard room** is the low level of room in a hotel.

47. Day use

Day use is the use of room for only a few hours during the day. The user of this room is charged only 50% of the normal price (El Orbani, 2010:19). The definition of **day use** could not be found in Oxford Learner's Dictionary. Additionally, the *Luminor* Jember hotel's receptionist states that **day use** is the use of room not more than one night.

48. Vacant clean

Vacant clean is the status of hotel's rooms that have been cleaned by room's attendants (El Orbani, 2010:55). The definition of **vacant clean** could not be found in Oxford Learner's Dictionary. According to the receptionist in *Luminor* Jember hotel, **vacant clean** is the status of room which shows that it is clean.

49. Vacant dirty

Vacant dirty is status of hotel's rooms that have not been cleaned. The guests might have just checked out and the room's attendants have not yet cleaned the room (El Orbani, 2010:55). The definition of **vacant dirty** could not be found in Oxford Learner's Dictionary. Additionally, the *Luminor* Jember hotel's receptionist defines that **vacant dirty** is the status of room which shows that it is dirty.

50. Vacant clean uncheck

Vacant clean uncheck is the status of hotel's rooms that is clean, but it has not been checked by the supervisor (http://niani1101.blogspot.com/2016/03/status-kamar-housekeeping-departement.html). The definition of **vacant clean uncheck** could not be found in Oxford Learner's Dictionary. In addition, the *Luminor* Jember hotel's receptionist says that **vacant clean uncheck** is the status of room which shows that it is clean but it is not ready to be used.

51. Vacant clean check

Vacant clean check is the status of hotel's rooms that shows that the room is clean, and it has been checked by the room division (http://niani1101.blogspot.com/2016/03/status-kamar-housekeeping-departement.html). The definition of **vacant clean check** could not be found in Oxford Learner's Dictionary. Additionally, the *Luminor* Jember hotel's receptionist says that **vacant clean check** is the status of room which shows that it is clean and ready for use.

52. Occupied clean

Occupied clean is room in hotel that is occupied by guests and has been cleaned (El Orbani, 2010:37). The definition of **occupied clean** could not be found in Oxford Learner's Dictionary. Furthermore, the receptionist of

53. Double locked

Double locked or **double key** is a key that can be rotated twice. The room is locked from inside by using double lock. This door can only be opened by using the grand master key or a metal key (El Orbani, 2010:21). The definition of **double locked** could not be found in Oxford Learner's Dictionary. In accordance with *Luminor* Jember hotel's receptionist, the definition of **double locked** is the door of room that is locked from inside.

54. Vacuum

The word "vacuum" might be familiar to people, but in hotel register it has special types. El Robbani (2016: 46) defines that **vacuum** is tool used to suck the dust on the carpet (clean carpet). This tool has two types. Those are wet and dry "vacuum cleaners." Additionally, the definition of **vacuum** in Oxford Learner's Dictionary is the act of cleaning something with a vacuum cleaner (https://www.oxfordlearnersdictionaries.com/definition/english/vacuum_1?q=vacuum). Furthermore the *Luminor* Jember hotel's receptionist defines that **vacuum** is a tool for cleaning the dust.

55. Postponed

Postponed is the status of a guest who has booked a room but the guest asks to postpone his arrival date (http://catatanpaik.blogspot.com/2017/03/istilah-dalam-front-office-dalam-dunia.html). In Oxford Learner's Dictionary, **postponed** is arranging for a room to take place at a later time or date (https://www.oxfordlearnersdictionaries.com/definition/english/postpone

?q=postponed). In addition, the *Luminor* Jember hotel's receptionist says that **postponed** is delaying the time of booking the room.

Based on the explanation of the register and its meanings used in *Luminor* Jember hotel, the results show that the meanings of the register in the dictionary (https://www.oxfordlearnersdictionaries.com/), article (https://www.academia.edu/5906591/E-book_Seri_Perhotelan) and other internet sources are almost similar to the receptionists' explanation although their explanation is simpler. The receptionists give the simpler explanation because they think that it will make the communication run well and easier. Additionally, the definitions of register in the dictionary, article and other internet sources are complex explanations. It is sufficient in helping the researcher to understand and elaborate the meanings of register.

4.2 The Reasons of Using Register in Hotel's Service.

This analysis contains the reasons using register in *Luminor* Jember. The interview is conducted to know what the reasons of using register in *Luminor* Jember hotel are. The results of interview show that the findings of Beardsmore (1982:38) are in line with this research. Those are:

4.2.1 Prestige

Beardsmore (1982:38) mentions that one of the factors that cause people use language variation is prestige. The results of interview to the five receptionists show that two receptionists state that prestige is the factors that cause them to use register.

Prestige

- Yes
- No

40%

60%
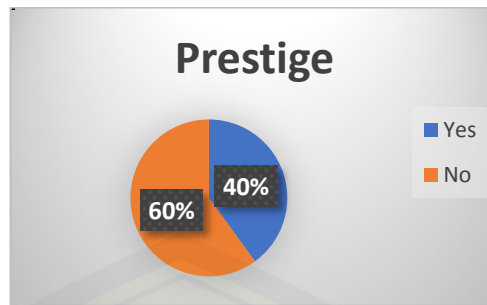
The two receptionists confirm that the use of hotel register in English is because of prestige. The two receptionists state that,

> *"Iya. Saya menggunakan istilah bahasa Inggris tersebut untuk menambah nilai diri saya sebagai staff hotel dan juga menambah nilai hotel Luminor Jember ini sendiri"*
> (Yes, I do. I use English terms to increase the prestige of myself as the hotel's staff and to add the prestige of Luminor Jember hotel itself)
>
> (the second receptionist)
>
> *"Iya, saya menggunakan istilah bahasa Inggris untuk menambah nilai dari hotel karena jika saya menggunakan bahasa Inggris, saya dapat menjelaskan lebih spesifik dan percaya diri tentang hal yang hal yang saya maksud dalam menyebutkan hal-hal yang berkaitan dengan pekerjaan."*
> (Yes, I do. I use the English terms to add the hotel's value because I can explain more specifically and confidently about anything related to my job)
>
> (the fifth receptionist)

The above quotations show that both state that prestige is the reason of using English words belonging to hotel register. Either adding the prestige of self or the hotel, this reason is not dominantly mentioned by the receptionists. The other three receptionists who do not answer yes, they mention that the use of English words is because of habit and obligation as discussed in the other sub-chapter.

4.2.2 Identity

Identity is the important thing in social life. Beardsmore (1982:38) mentions that one of the factors that cause people to use language variation is identity. Identity can be related to the showing the characteristic. The results of interview to the five receptionists show that only one receptionist who claims that identity is the factor that cause they use register.

Identity

20%

80%

■ Yes

■ No
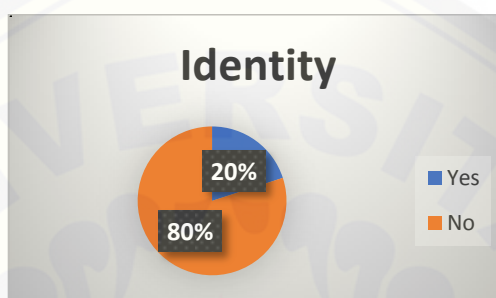
The only receptionist who mentions that the reason of using hotel register because of the identity is the fifth receptionist. He states that,

> *"Iya, karena saya menggunakan istilah-istilah dalam bahasa Inggris adalah prosedur yang harus dilakukan oleh seorang hotelier atau pegawai hotel"*
> (Yes, I do. It is because using English terms is a procedure that must be done by a hotelier or hotel's staff)
>
> (the fifth receptionist)

The above reason proposed by the fifth receptionist shows that the use of hotel register is because of showing the job or showing that he is as a hotel staff. However, based on the result of the interview, it shows that the second receptionist's (although his answer is "no") reason is similar to the fifth, namely showing an identity as a hotel's staff. He mentions that,

> *"Tidak. Saya menggunakan istilah bahasa Inggris tersebut karena istilah-istilah tersebut adalah istilah perhotelan"*
> (No. I do not. I use those English terms because those terms are the hospitality terms.)
>
> (the second receptionist)

The reason mentioned above implies that the receptionist uses English words classified as hotel register because of its appropriate use. The use of this English hotel register is addressed to those who work in a hotel and one of them is

hotel's staff. Therefore, the reason above stated by the second receptionist is classified as identity.

Further, the three other receptionists who answer "no" say that the reasons of using hotel register is habit and solidarity which are related to participants within the conversation. The further explanation is elaborated on the next sub-chapter.

4.2.3 Solidarity

We can find several social relationships in our daily life. One of them is solidarity. In accordance with Beardsmore (1982:38), solidarity is the factor that cause people use language variation. The results of interview to the five receptionists show that two receptionists state that solidarity becomes the factor that cause they use register.
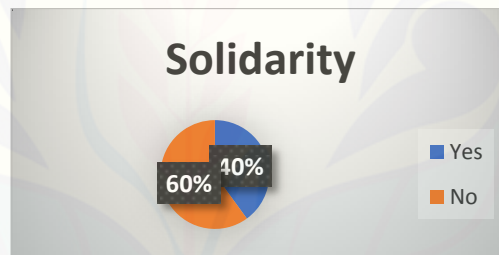
The two receptionists who answer "yes" are the third and fifth receptionist. They mention that,

> *"Tentu sebuah keharusan karena istilah tersebut digunakan juga untuk mempermudah pekerjaan saya. Contohnya, apabila ada tamu yang terlambat untuk check out kami langsung menulis late Check-out jam 15.00 di form registrasi tamu untuk mengetahui jumlah denda yang harus dibayar atau apabila ada teman-teman dari housekeeping menemukan barang milik tamu yang tertinggal, kami biasanya meminta tolong seperti 'tolong taruh saja di tempat lost and found' "*
> (Certainly. It is a necessity because the terms are also used to ease my job, for example, if there are the guests who are late to check out, we immediately write "late check-out at 15.00 in the guest registration form to know the total of fine that should be paid. The other example, if there are staff from housekeeping department who

find belongings left, we usually ask them for help such as 'please, put it on a lost and found place')

(the third receptionist)

Tentu, istilah dalam bahasa Inggris tersebut dapat menambah pengetahuan kita tentang bahasa Inggris dan bidang perhotelan sangat erat kaitannya dengan bahasa Inggris. Jadi, apabila kita dapat menguasai bahasa Inggris kita bisa mendapatkan pengalaman dan kesempatan yang lebih banyak lagi dan kesempatan bekerja di hotel yang lebih berkelas."

(Of course, English terms can increase our knowledge about English, and hospitality terms are closely related to English. So, if we can master English we can get more experience and opportunities to work in a classy hotel. Besides, the use of English can increase solidarity of hotel's staff)

(the fifth receptionist)

Both receptionists agree that the use of English hotel register facilitate them to be close with their friends who are also hotel's staff. The main point that actually the both receptionists mention about solidarity in their reason is that the use of English words as hotel register will ease them to communicate with other staff so that they can build solidarity because of the effectiveness of communication using English hotel register.

Finally, the result of interview to the five receptionists of *Luminor* Jember hotel shows that Beardsmore's proposition (1982) about the reasons of choosing a certain variation of language work in this study. However, the interview also results some other reasons which are not mentioned in Beardsmore's. Those reasons are grouped into habit and obligation.

Other Reasons
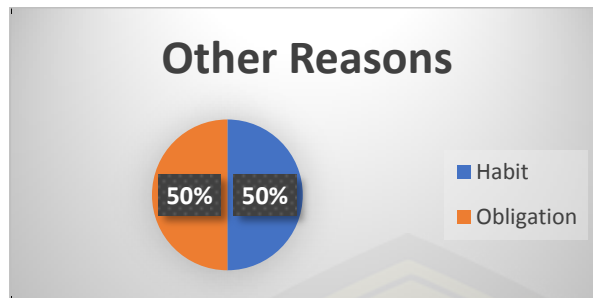
■ Habit
■ Obligation

a. Habit

Habit is "something that you do often and regularly, sometimes without knowing that you are doing it" (https://dictionary.cambridge.org/dictionary/english/habit). The other result of interview shows that habit is frequently mentioned by the receptionists as the other reasons of using English hotel register.

> *"Tidak. Saya menggunakan istilah bahasa Inggris tersebut karena kebiasaan saja"*
> (No. I do not. I use those English terms because of the habit)
> (the first receptionist)

> *"Iya. Alasan saya menggunakan istilah bahasa Inggris tersebut adalah karena kebiasaan dengan staf dalam departemen yang sama"*
> ("Yes, I do. I use English terms because of the habit that usually I do with the other staff in the same department.")
> (the second receptionist)

The first statement is spoken by the first receptionist. He answers the same response for question related to prestige and question related to identity. The next statement is delivered by the second receptionist who mentions other reasons besides Beardsmore's (prestige, identity, and solidarity). He answers that using English terms is the habit because he frequently uses English terms with other staff in the same department.

b. Obligation

Obligation is "the fact that you are obliged to do something" (https://dictionary.cambridge.org/dictionary/english/obligation). For this reason, there are 3 responses related to this obligation.

> *"Tidak. Saya menggunakan istilah bahasa inggris tersebut karena terkadang itu menjadi sebuah kewajiban untuk saya sebagai staf hotel ketika ada tamu asing.*
> (No. I do not. I use those English terms because it sometimes becomes an obligation for me as the hotel's staff when there are foreign guests)
> <div align="right">(the first receptionist)</div>

> *"Iya, saya mempunyai beberapa alasan dalam menggunakan istilah bahasa Inggris tersebut, diantaranya adalah adanya pemeriksaan dan datangnya tamu asing"* (Yes, I do. I have several reasons in using English terms. They are the audit and the coming of foreign guests)
> <div align="right">(the first receptionist)</div>

> *"Tidak. Saya menggunakan istilah bahasa Inggris tersebut karena saya mengikuti SOP (Standard Operational Procedures) yang diterapkan di dalam hotel ini.*
> (No. I do not. I use those English term because I follow the SOP (Standard Operational Procedures) that are applied in hotel.)
> <div align="right">(the second receptionist)</div>

The three responses are stated by the first and the second receptionist. The first receptionist mentions the same response for question related to solidarity and question related to other reason. The coming of guests obliges the hotel staff to use English. Further, the rule to operate English words as hotel register is represented in SOP that must be obeyed by all hotel staff. Therefore, there are equal number of responses related to habit and obligation.

4.3 The Understanding of Hotel's Staff about Register.

The questionnaires are used to know the understanding of hotel's staff about registers. There are three purposes of the questions that are applied in the

questionnaire. The first question is aimed to know whether register is understood well by the hotel's staffs in each hotel departments excepting the receptionist department. Afterwards, the second question is to know the respondents' opinion about register that are used to the hotel's guests. The last question is to know whether the use of register is important.

Table 4.1 The results of the first question.

No	Register	Known	Unknown
1	Check-in	20 staff	
2	Check-out	20 staff	
3	Late check-out		1 staff
4	Early check-in		2 staff
5	Bellboy	20 staff	
6	Guestroom	20 staff	
7	Luggage		10 staff
8	Ballroom	20 staff	
9	Gym	20 staff	
10	Lunch	20 staff	
11	Dinner	20 staff	
12	Breakfast	20 staff	
13	Down payment		9 staff
14	Laundry	20 staff	
15	Cancel	20 staff	
16	Room rates	20 staff	
17	Meeting room	20 staff	
18	Fee		13 staff
19	Full board	20 staff	
20	Late charge		2 staff
21	Back to back		1 staff
22	Actual check-out		7 staff
23	Wake-up call		5 staff
24	Breakfast box	20 staff	
25	Front office	20 staff	
26	Reception	20 staff	
27	Reservation	20 staff	
28	Cashier	20 staff	
29	Housekeeping	20 staff	
30	Room attendant		4 staff
31	Public area		3 staff
32	Order taker		4 staff
33	Waiter / waitress		1 staff
34	Banquet	20 staff	
35	Chef	20 staff	

36	Cook helper	20 staff	
37	Steward	20 staff	
38	Buffet		2 staff
39	Restaurant	20 staff	
40	Single bed	20 staff	
41	Suite room	20 staff	
42	Extra bad	20 staff	
43	Catering service	20 staff	
44	Deluxe room	20 staff	
45	Lobby Lounge	20 staff	
46	Standard-room	20 staff	
47	Day use	20 staff	
48	Vacant clean		10 staff
49	Vacant dirty		10 staff
50	Vacant clean uncheck		11 staff
51	Vacant clean check		12 staff
52	Occupied clean		12 staff
53	Double locked		9 staff
54	Vacuum		6 staff
55	Postponed		10 staff

From the table above, it can be concluded that there are several register that are not understood by the hotel's staff. Those are *late check-out, early check in, luggage, down payment, fee, late charge, back to back, actual check out, wake up call, room attendant, public area, order taker, waiter/waitress, buffet, vacant clean, vacant dirty, vacant clean uncheck, vacant clean check, occupied clean, double locked, vacuum* and *postponed*. Additionally, the register that is not mostly understood by the respondents is *luggage, fee, vacant clean, vacant dirty, vacant clean uncheck, vacant clean check* and *postponed*. Those are included to the status of room in a hotel. Security and food and beverage departments are the mostly hotel's staff that do not know the register. It is because they do not relate to the guests in reserving the room.

Table 4.2 The results of the second question.

Question	Total
Do you agree that English terms are used by Front Office to give service in *Luminor* Jember hotel?	
Agree	20 staffs
Disagree	
The reason if you agree :	

Afterwards, from the table above, the result of the respondents' opinion about register that is used to the hotel's guests shows that all respondents agree when English terms are used by the receptionists in giving service to the hotel's guests. The respondents also have similar reasons. They are to increase the hotel to international level, to improve the hotel's staff's vocabularies and to face the foreign guests.

Table 4.3 The results of the third question.

Question	Total
Does the use of English terms increase your knowledge in English vocabularies?	
Yes	20 staffs
No	

In addition, from the table above, the result of the importance of using English terms shows that all respondents claim that the use of English terms is important in increasing their English vocabulary. It is because their mother tongue is not English and sometimes the English terms seem strange. Thus, they will have the new vocabularies when they find the English terms in hotel. Automatically, their English vocabulary can increase.

CHAPTER 5. CONCLUSION

This chapter is the conclusion of the research about the use of register in *Luminor* Jember hotel. There are several findings from this research. The first is the register and its meanings used in *Luminor* Jember hotel. The second is the reasons of using register in hotel. The last is the understanding of hotel's staff about register.

Based on this research, there are fifty five register used in *Luminor* Jember hotel. The register's meanings are taken from the explanation of the receptionists are almost similar to the meanings in several sources such as dictionary, article and other internet sources. The meanings of the register from the explanation of the receptionists are simple definitions. The purpose is to make the communication run well and easier. Besides, the meanings of register in several sources are complex definitions. It is useful in elaborating the meanings of register.

Furthermore, the results of interview show that there are several reasons of the receptionists use of register in hotel. Those are prestige, identity and solidarity. Those reasons are close to the Beardsmore's study (1982:38). It means that the study of Beardsmore works on this research. In addition, the interview also presents other reasons of the receptionists using register in hotel. Those are habits and obligation.

Moreover, the results of questionnaire present that there are some register that are not recognized by the hotel's staff. The registers are included into the status of room in the hotel. The hotel's staff that mostly do not know those registers come from security and food and beverage departments. Additionally, all respondents agree when English terms are used by the receptionists to give service to the hotel's guests. They think that it would be useful for the hotel's staffs in improving the hotel to international level, improving the hotel's staff's

vocabularies and facing the foreign guests. Moreover, all respondents state that the use of English terms is important in increasing their English vocabulary.

Hence, as the conclusion, this research shows that language is various and different in each society. It is meaningful because it is used based on the particular purposes. They cover particular occasional or social groups of people. The use of register in *Luminor* Jember hotel becomes one of the real evidences that show the existence of register in certain groups of people.

Finally, after doing research and analyzing the use of register in *Luminor* Jember hotel, this research has a new hope. It is expected to give contribution to the field of sociolinguistics and information to the readers about the use of register in *Luminor* Jember hotel. Moreover, it can be an additional reference for readers who are interested in doing the same research.

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APPENDICES

APPENDIX 1. Questionnaire Form

Identitas informan

Nama   **:**

Alamat   **:**

No. Tlp   **:**

Email   **:**

Kuisioner ini disusun untuk mendapatkan data bagi penulis skripsi yg berjudul **The Use of Register in *Luminor* Jember Hotel.**

Sehubugan dengan itu, saya meminta waktu Anda untuk menjawab pertanyaan-pertanyaan dalam.Kuisioner ini sesuai dengan pendapat Anda yang sifatnya tidak memaksa.

Saya selaku peneliti akan menjamin penuh atas rahasia idetitas dan informasi yang Anda berikan.

Atas ketersedian Anda dalam menjawab pertanyaan dan sebagai partisipan, saya ucapkan terima kasih.

Peneliti,

Anistya Sirin Humairoh

Isilah pertanyaan-pertanyaan berikut sesuai dengan pendapat Anda !

1. Apakah anda mengetahui makna istilah kata-kata di bawah ini? Isilah dengan cara memberikan tanda centang (√) pada kolom tahu atau tidak tahu sesuai dengan diri Anda !

No	Register	Tahu	Tidak Tahu
1	Check-in		
2	Check-out		
3	Late check-out		
4	Early check-in		
5	Bellboy		
6	Guestroom		
7	Luggage		
8	Ballroom		
9	Gym		
10	Lunch		
11	Dinner		
12	Breakfast		
13	Down payment		
14	Laundry		
15	Cancel		
16	Room rates		
17	Meeting room		
18	Fee		
19	Full board		
20	Late charge		
21	Back to back		
22	Actual check-out		
23	Wake-up call		
24	Breakfast box		
25	Front office		
26	Reception		
27	Reservation		
28	Cashier		
29	Housekeeping		
30	Room attendant		
31	Public area		
32	Order taker		
33	Waiter / waitress		
34	Banquet		
35	Chef		
36	Cook helper		
37	Steward		

38	Buffet		
39	Restaurant		
40	Single bed		
41	Suite room		
42	Extra bad		
43	Catering service		
44	Deluxe room		
45	Lobby Lounge		
46	Standard-room		
47	Day use		
48	Vacant clean		
49	Vacant dirty		
50	Vacant clean uncheck		
51	Vacant clean check		
52	Occupied clean		
53	Double locked		
54	Vacuum		
55	Postponed		

2. Apakah anda setuju jika istilah bahasa Inggris tersebut digunakan oleh Front Office untuk melayani tamu di hotel *Luminor* Jember?

a. Setuju

b. Tidak

   Alasan jika setuju : ....

1. Apakah penggunaan istilah berbahasa Inggris tersebut menambah wawasan anda mengenai kosakata bahasa Inggris?

a. Iya

b. Tidak

APPENDIX 2. Interview Guidelines

Identitas Partisipan

Identitas partisipan

Nama   :

Alamat   :

Pekerjaan   :

No.Telp   :

Identitas ini disusun untuk mendapatkan data yang akurat untuk menyusun skirpsi yang berjudul **The Use of Register in *Luminor* Jember Hotel.**

Peneliti,

Anistya Sirin Humairoh

1. Apakah penggunaan istilah bahasa Inggris digunakan untuk berkomunikasi dengan sesama staf hotel *Luminor* Jember?

2. Apakah penggunaan istilah bahasa Inggris digunakan untuk berkomunikasi dengan tamu lokal atau foreigner?

3. Apa saja istilah Bahasa Inggris yang digunakan di hotel *Luminor* Jember? Sebutkan dan jelaskan maknanya!

4. Apakah alasan Anda menggunakan istilah bahasa Inggris tersebut untuk menambah nilai dari hotel *Luminor* Jember?

5. Apakah alasan Anda menggunakan istilah bahasa Inggris tersebut untuk menunjukkan identitas anda sebagai staf hotel *Luminor* Jember?

6. Apakah alasan Anda menggunakan istilah bahasa Inggris tersebut merupakan sebuah keharusan sebagai staf hotel *Luminor* Jember?

7. Selain ketiga alasan tersebut di atas, apakah Anda memiliki alasan-alasan lain dalam menggunakan istilah ahasa Inggris?

APPENDIX 3. The Quotations of Interview

Quotation 1

The researcher: *"Apakah alasan Anda menggunakan istilah Bahasa Inggris tersebut untuk menambah nilai dari hotel Luminor Jember?"*

("Does your reason in using English terms is for adding the value of the Luminor Jember hotel?")

The receptionist 1: *"*Tidak. Saya menggunakan istilah bahasa inggris tersebut karena kebiasaan saja"

("No. I do not. I use those English terms because of the habit")

The receptionist 2: *"*Iya. Saya menggunakan istilah bahasa Inggris tersebut untuk menambah nilai diri saya sebagai staff hotel dan juga menambah nilai hotel *Luminor Jember* ini sendiri.

("Yes, I do. I use English terms to increase the prestige of myself as the hotel's staff and to add the prestige of Luminor Jember hotel itself")

The receptionist 3: *"*Tidak. Saya menggunakan istilah bahasa inggris tersebut hanya untuk menyebut hal – hal atau istilah yang berkaitan dengan pekerjaan saja"

("No. I do not. I use English terms to mention the terms related to the job")

The receptionist 4:"Tidak karena istilah-istilah tersebut cenderung saya gunakan untuk menyebut hal-hal yang berkaitan dengan pekerjaan saja"

("No. I do not. It is because I prefer using those terms to mention something related to the job only")

The receptionist 5:"Iya, saya menggunakan istilah bahasa Inggris untuk menambah nilai dari hotel karena jika saya menggunakan bahasa Inggris, saya dapat menjelaskan lebih spesifik dan percaya diri tentang hal yang hal yang saya maksud dalam menyebutkan hal-hal yang berkaitan dengan pekerjaan. "

("Yes, I do. I use the English terms to add the hotel's value because I can explain more specifically and confidently about anything related to my job.")

Quotation 2

The researcher: *"Apakah alasan Anda menggunakan istilah bahasa Inggris tersebut untuk menunjukkan identitas anda sebagai front office department* hotel *Luminor* Jember*?"*

("Does your reason in using English terms to show your identity as the front office department in Luminor Jember hotel?")

The receptionist 1: "Tidak. Saya menggunakan istilah bahasa inggris tersebut karena kebiasaan saja"

("No. I do not. I use those English terms because of the habit")

The receptionist 2: "Tidak. Saya menggunakan istilah bahasa inggris tersebut karena istilah-istilah tersebut adalah istilah perhotelan"

("No. I do not. I use those English terms because those terms are the hospitality terms. ")

The receptionist 3: "Tidak, tetapi bergantung pada lawan bicara saya. Saya sendiri memiliki beberapa teman yang berprofesi sama sebagai seorang resepsionis hotel dan kami sering menyebutkan istilah-istilah dalam bahasa Inggris untuk berbicara mengenai pekerjaan kami. Tetapi, apabila lawan bicara saya masih awam dengan perhotelan, saya lebih suka menyampaikan istilah-istilah tersebut dalam bahasa Indonesia, misalnya sarapan dan lain-lain"

("No, I do not. However, it depends the person to whom I talk to. I have several friends with the same profession as a hotel's receptionist

The receptionist 4: "Tidak, tergantung lawan bicara saya. Apabila lawan bicara saya adalah staf hotel juga, saya akan menggunakan istilah-istilah tersebut. Dan apabila lawan bicara saya bukan staf hotel saya tidak akan menggunakan istilah dalam bahasa Inggris

("No, I do not. It depends on my person whom I talk to. If he or she to is hotel's staff, I will use those English terms. However, if he or she is not hotel's staff, I will not use English terms.")

The receptionist 5: "Iya, karena saya menggunakan istilah-istilah dalam bahasa Inggris adalah prosedur yang harus dilakukan oleh seorang hotelier atau pegawai hotel"

("Yes, I do. It is because using English terms is a procedure that must be done by a hotelier or hotel's staff")

Quotation 3

The researcher: *"Apakah alasan Anda menggunakan istilah bahasa Inggris tersebut tmerupakan sebuah keakraban sebagai staf hotel LuminorJember?"*

("Does your reason in using English terms to show the part of solidarity among staff in Luminor Jember hotel?")

The receptionist 1: *"Tidak. Saya menggunakan istilah bahasa inggris tersebut karena terkadang itu menjadi sebuah kewajiban untuk saya sebagai staf hotel ketika ada tamu asing.*

("No. I do not. I use those English terms because it sometimes becomes an obligation for me as the hotel's staff when there are foreign guests.")

The receptionist 2: *"Tidak. Saya menggunakan istilah bahasa Inggris tersebut karena saya mengikuti SOP (Standard Operational Procedures) yang diterapkan di dalam hotel ini.*

("No. I do not. I use those English term because I follow the SOP (Standard Operational Procedures) that are applied in hotel. ")

The receptionist 3: *"Tentu sebuah keharusan karena istilah tersebut digunakan juga untuk mempermudah pekerjaan saya. Contohnya, apabila ada tamu yang terlambat untuk check out kami langsung menulis late Check-out jam 15.00 di form registrasi tamu untuk mengetahui jumlah denda yang harus dibayar atau apabila ada teman-teman dari housekeeping menemukan barang milik tamu yang tertinggal, kami biasanya meminta tolong seperti 'tolong taruh saja di tempat lost and found' "*

("Certaily. It is a necessity because the terms are also used to ease my job, for example, if there are the guests who are late to check out, we immediately write "late check-out at 15.00 in the guest registration form to know the total of fine that should be paid. The other example, if there are staff from housekeeping department who find belongings left, we usually ask them for help such as 'please, put it on a lost and found place'.")

The receptionist 4: "Tidak, terkadang ada tamu yang tidak paham apabila saya menggunakan beberapa istilah bahasa Inggris. Tetapi, sebagai staff hotel harus tetap menguasai bahasa Inggris"

("No, I do not. Sometimes, there are guests who do not understand when I use some terms in English. However, as a hotel's staff, we must master English")

The receptionist 5: "Tentu, istilah dalam bahasa Inggris tersebut dapat menambah pengetahuan kita tentang bahasa Inggris dan bidang perhotelan sangat erat kaitannya dengan bahasa Inggris. Jadi, apabila kita dapat menguasai bahasa Inggris kita bisa mendapatkan pengalaman dan kesempatan yang lebih banyak lagi dan kesempatan bekerja di hotel yang lebih berkelas."

("Of course, English terms can increase our knowledge about English, and hospitality terms are closely related to English. So, if we can master English we can get more experience and opportunities to work in a classy hotel. Besides, the use of English can increase solidarity of hotel's staff.")

Quotation 4

The researcher: *"Selain tiga alasan tersebut di atas, apakah Anda memiliki alasan-alasan lain dalam menggunakan istilah bahasa Inggris?"*

("Besides those three reasons above, do you have other reasons of using English terms?")

The receptionist 1: *"Iya, saya mempunyai beberapa alasan dalam menggunakan istilah bahasa Inggris tersebut, diantaranya adalah adanya pemeriksaan dan datangnya tamu asing"*

("Yes, I do. I have several reasons in using English terms. They are the audit and the coming of foreign guests")

The receptionist 2: *"Iya. Alasan saya menggunakan istilah bahasa Inggris tersebut adalah karena kebiasaan dengan staf dalam departemen yang sama"*

("Yes, I do. I use English terms because of the habit that usually I do with the other staff in the same department.")

The receptionist 3: *"Alasan lain saya untuk menggunakan beberapa istilah dalam bahasa Inggris adalah untuk mempersingkat dan memperjelas keadaan yang berkaitan dengan pekerjaan. Pekerjaan saya tidak lepas dari telepon untuk tetap berkomunikasi dengan sesama karyawan hotel seperti departmenent front office dan housekeeping. Terkadang suara melalui telepon kurang jelas jadi saya menggunakan istilah bahasa Inggris untuk memperjelas keadaan tersebut secara singkat. Misalnya, "kamar 02 extend ya" berarti "kamar 02 lanjut dan minta dibersihkan"*

("Other reason of using English terms are shortening and clarifying the condition that related to the job. My job requires me to always have the phone with me to keep communicating with the hotel's staff such as front office department and housekeeping when the voice on the phone is not very clear, I clarify the condition using English terms shortly, for example 'kamar 02 extend' means the guest of this room is extending the stay and the room needs to be cleaned.")

The receptionist 4: "Alasannya adalah untuk mempermudah pekerjaan saya. Ada beberapa hal yang memang perlu digunakan untuk mempermudah penyebutan dan membuat tamu-tamu di hotel saya lebih mudah untuk memahami, contohnya check in, check out"

("The reason is to easy my job. There are some terms used to ease the mention and to make the guests easy to understand, such as check in, check out, and others")

The receptionist 5: "Alasan lainnya adalah karena bahasa Inggris adalah bahasa internasional jadi saya merasa bahwa istilah-istilah bahasa Inggris yang saya gunakan untuk bekerja akan menambah kemampuan saya dalam berbahasa**."**

("There is another reason of using English terms. It is because English is international language. So, I think English terms that I use can enhance my ability in using language.")