

JAPANESE AND INDONESIAN EXPRESSIONS OF HOSPITALITY AT HOTEL

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Abstract

The research discusses Japanese and Indonesian expressions of hospitality at hotels. It is necessary to know how to use Japanese and Indonesian expressions in hospitality, how to welcome guests in time of check-in check out in Japanese and Indonesian. The students can better understand their use when working in Japanese hotels. In addition, this research can provide knowledge to the students when participating in Japanese language professional certification competencies. The method used in this research is the descriptive qualitative method and the research aims to find a systematic, factual, and accurate pictures of the use of expressions in Japanese and Indonesian in the scope of hospitality at hotels; for welcoming hotel guests: *Asisatsu no hyogen* and *Yobikake no hyogen*, for serving guests check-in; *Aisatsu no Hyogen*, *Irai no Hyogen*, and *Gimon no Hyogen* and *Aisatsu no Hyogen*, for serving guests check-out. There is a slight difference between the expressions used in Japanese and Indonesian. In Japanese, they use *Hantei Youkyuu no Hyougen* to welcome guests to a hotel, but in Indonesian such expressions are not used. In Indonesian, the expression *Hantei Youkyuu no Hyougen* when serving guests to check-in is not used in Indonesian version.

Keywords: *expressions; hospitality; hotel, japanese; indonesian*

1. Introduction

Communication is essential in expressing a language. In daily communication, it is undeniable that there are various expressions, such as expressions of supplication, expressions of requests, and expressions of greetings. Expressions are usually spoken based on formality, namely formal and informal, social relations of superiors and subordinates. Communicating in foreign languages has its difficulties, including Japanese. Cultural differences between Indonesians and Japanese people will affect how communication goes. Expressions or *hyogens* in conversation are always used in any context, both in Indonesian and Japanese.

Expressions or *hyogens* in Japanese have 35 types of expressions. *Hyogens* are used in work environments, for example, in office, educational field, hotel, and journalism. Students of UMY's Japanese language education program must know these expressions when talking to Japanese people while working in Japanese companies. Based on a

preliminary study conducted by (Utami, 2020), of 20 respondents PBJ UMY students, 65% are interested in working in Japanese companies, not only in offices but also in hotels. Hotel staff and guides are part of the tourism community expected to conduct themselves in an international language. What comes next should be a basic understanding of the cultures of the visiting tourists in order to nurture good communication (Reswari & Alfariy, 2020).

Expression used in conversations in the hotel sphere using Japanese is essential for students to know; moreover, for Japanese Language learners, there is a professional competency certification scheme application of Japanese for hotel assistant managers. The use of Japanese and Indonesian expressions needs to be contrasted so that students understand more about the use of these expressions because the daily language used is Indonesian.

2. Literature Review

Sociolinguistics is a science that sees language as a community activity or study that studies the relationship between language and the community of its users (Abdullah, 2012). According to (Chaer, 2012), sociolinguistics is an interdisciplinary field of science that studies its relationship with the use of language in society. In line with this, (Wijana, 2016) states that sociolinguistics is an interdisciplinary science that works on linguistic problems about social, situational, and cultural factors. Sociolinguistics places the position of language about language users in society because it cannot be separated from social society in people's lives.

Sociolinguistics is *Shakaigengogaku* in Japanese. According to Zahra, et al., (2021), *Shakaigengogaku* is one of the branches of linguistics that examines language differences and language actions based on conditions, positions, sex differences, and language-speaking communities. Furthermore, in the end, it can be said to be a science that studies language based on the phenomena of its society. There are seven dimensions of sociolinguistic problems (Chaer, 2014), namely:

1. The social identity of the speaker,
2. The social identity of the listener involved in the communication process,
3. The social environment in which speech events occur,
4. Synchronic and diachronic analysis of social dialects,
5. Different social judgments by speakers of the behaviour of speech forms,
6. Levels of linguistic variation and variety,
7. Practical application of sociolinguistic research,

An expression is a group of words or a combination of words that expresses a special meaning, and eye movements in the face that express the feelings of the heart ("Kamus Besar Bahasa Indonesia," n.d.). The expression in Japanese is called *hyogen*. *Hyogen* is the expression of thoughts and feelings through conveyance of faces, body gestures, language, images, or something that can express them (Kindaichi, 1995). Ogawa (1995) divides *hyogen* into 35 types based on their functions. Some of them are:

1. *Yobikake-Otouno Hyogen*

a. *Yobikake no Hyogen*

Yobikake no Hyougen is a phrase used by the speaker when delivering something to get the interlocutor's attention.

Used in interlocutor and greetings:

おはようございます、こんにちは、いらっしゃいませ

Ohayo gozaimasu, Konnichiwa, Irasshaimase

Good morning, good afternoon, Welcome

b. *Outo no Hyogen*

Outou no Hyogen is an expression when answering a question or responding to interlocutor as a conversation topic.

2. *Sentaku Yokyu no Hyogen*

Sentaku Youkyuu no Hyogen is an expression used to ask the interlocutor to choose between two options. The choice can be A or B, so the interlocutor cannot answer only "hai" or "iie". Words to connect the two sentences are termed *soretomo, aruiwa, matawa*.

3. *Setsumei Youkyuu No Hyogen*

Setsumei Youkyuu no Hyogen is an expression used to demand an explanation from the interlocutor about time, place, and people. This *Hyogen* uses questions included in *gimonshi*.

Example: 東京はどんな町ですか。

Tokyo wa donna machi desu ka.

What kind of city is Tokyo?

4. *Hantei Youkyuu no Hyogen*

Hantei Youkyuu no Hyogen is an expression used to express a question that requires a yes (*hai*) or no (*iie*) answer.

Example: あなたの国で雪が降りますか。

Anata no kuni de yuki ga furimasuka.

Is it snowing in your country?

5. *Irai no Hyogen*

Irai no Hyogen expresses the speaker's plea to the interlocutor.

Example: 伸子さん、ちょっとここへ来てちょうだい。

Nobuko San, Chotto koko e kite choudai

Nobuko, please come here for a second.

6. *Kanyuu no Hyogen*

Kanyuu no hyogen expresses that the speaker gives encouragement, motivation, and advice about something.

Example: 一枚はどうですか

Ici mai wa dou desu ka.

How about one sheet?

7. *Keiken no Hyogen*

Keiken no Hyogen is an expression that reveals past experiences.

8. *Aisatsu no Hyogen*

Aisatsu no hyogen is an expression to express respect, pleasantries, or reciprocal greetings in everyday life.

Example: もしもし、いただきます、さようなら。

Moshi moshi, Itadakimasu, Sayounara.

Hello, I accept, Goodbye

9. *Kibou no Hyougen*

Kibou no hyougen is an expression that expresses the wishes of the speaker to others.

10. *Shitei no Hyougen*

Shitei no Hyougen is an expression that indicates something, usually after the subject, followed by the particle "wa" and ends with "desu."

According to (Sinaga, 2019), welcoming guests has a welcoming procedure, namely:

1. The officer is ready by showing good posture and welcoming faces cheerfully
2. Guest greeting
 - a. Welcoming Greeting
Say hello to the guests: good morning, sir/mam, and welcome.
 - b. Ask about circumstances.
They ask how guests are doing, which shows that we are concerned for them.
 - c. Offer Help
Offering help to guests to show positive value.

There are standard hotel check-in and check-out procedures (Auliana, 2022); check-in handling procedures are as follows:

1. Guests will be greeted by a *doorman* welcoming them to the lobby and helping to unload their luggage from the car's trunk.
2. Once approved by the guest, the *doorman* will contact the *bellboy* to unload the guest's luggage and store it on a *luggage trolley*
3. *Bellboy* will escort guests to the *reception* with a welcome greeting and help the guests with a smile.
4. The officer will ask the guests whether they have made a reservation, or it is through a travel agent or directly to the hotel.
5. The concierge confirms the guest's room reservation and payment method, then asking the guests to fill out the registration form by asking permission to see the guest's identity.
6. The staff prepares guest and critical cards and explains the hotel's check-in time, breakfast, and other

The hotel check-out procedures are as follows:

1. Guests go to the receptionist to *check out*
2. The staff informs the housekeeping that the guest checks out.
3. Guests are cordially requested to leave the counter when all procedures are done.

According to Suryadi (2022), the check-in conversations in Japanese are as follows:

ホテルスタッフ: いらっしゃいませ。ご予約のお客様でございますね。

Hoteru Sutaffu: Irassaimase. Goyoyaku no Okyakusama de gozaimasu ne.

Hotel Staff: Welcome. You are a customer with a reservation.

お客様: はい。

Okyakusama: Hai

Guest : yes

ホテルスタッフ: おそれいます。お名前をお願いいたします。

Hoteru staffu: Osoreirimasu. Onamae wo Onegaiitashimasu.

Hotel Staff: Sorry, sir/mam, what is your name?

お客様: 田中一郎です。

According to J-Academy (Academy, 2013), the check-in conversations in Japanese are as follows.

ホテルスタッフ : いらっしゃいませ。ご予約のお客様でございますね。

Hotel Sutaffu : Irasshaimase。Goyoyaku no okyakusama de gozaimasune.

Staff Hotel: Welcome. Is the reservation in the name of Mr. / Nyona himself?

お客様: はい。

Okyakusama: Hai.

Tamu: Yes

ホテルスタッフ : 恐れ入りますが、お名前をお願いいたします。

Hoteru Sutaffu: Osoreirimasu. Onamae o onegaiitashimasu.

Staff Hotel: Sorry, could you tell me your name please?

お客様: 田中一郎です。

Okyakusama: Tanaka Ichiro desu.

Tamu: I'm Tanaka Ichiro.

ホテルスタッフ : はい、すぐお調べいたします。

Hoteru Sutaffu: Hai. Sugu oshirabeitashimasu.

Staff Hotel: Yes. I will look for your data.

According to Nurita & Meidariani (2020), the expressions used when serving guests at check-out are:

1. お部屋番号をお願いいたします。

Oheya bango wo onegaiitashimasu.

Please tell me your room number.

2. かしこまりました。

Kashikomarimashita.

Yes.

3. 計算いたします。

Keisan itashimasu.

Will count.

4. ご利用ありがとうございました。

Goriyou arigatou gozaimashite.

Thank you for using our facilities.

3. Research Method

The method used in this research is a descriptive method with a qualitative approach. The qualitative method is a research method based on the philosophy of positivism, used to examine the natural condition of objects. Qualitative research results emphasize meaning

rather than generalization, provide the proposed approach or solution, and describe the steps of the research and the method used to support the analysis (Sugiyono, 2019:13). This method is used to describe what expressions are used in Japanese and Indonesian when welcoming guests, serving guests check in and check out.

The data sources are the movie, Japanese data using Mosquared Hotel, and Indonesian data using Losmen bu Broto. The data collection techniques use in this research is the listen-and-record technique. The steps in this technique are as follows:

1. Watching and listening to the movie,
2. Looking for expressions for welcoming guests in a hotel and serving guests check-in and check-out in Japanese and Indonesian movies,
3. Recording expressions for welcoming guests in a hotel and serving guests check-in and check-out in Japanese and Indonesian,
4. Classifying used expressions for welcoming guests in a hotel and serving guests check-in and check-out in Japanese and Indonesian,
5. Looking for the differences and similarities in expressions for welcoming guests in a hotel and serving guests check-in and check-out in Japanese and Indonesian,
6. Analyzing the data,
7. Making conclusion.

4. Results and Discussion

The results of this research about the expressions of welcoming guests, checking in and checking out at the hotel in Indonesian and Japanese are as follows.

4.1 Expressions for Welcoming Guests in Japanese

Data 1

Hotel staff: いらっしゃいませ。

Irasshaimase

Welcome

The expression used in welcoming guests is *Aisatsu no Hyogen*. In this case, the welcome is an expression of daily greeting used by speakers to welcome guests at the hotel.

Data 2

Hotel Staff : いらっしゃいませ。お荷物を預かりいたします。

Irasshaimase. Onimotsu wo Oazukari itashimasu

Welcome. I brought the bag.

Guest : おねがいします。

Onegaishimasu

Please.

The expression used above to welcome guests is *Yobikake no hyogen* in the form of a greeting expression used to express a soulful welcome to get the interlocutor's attention by carrying guests' bags.

Data 3

Hotel Staff: いらっしゃいませ。ご宿泊でございますか。フロントへご案内いたします。

Irasshaimase. Goshukuhaku de gozaimasuka. Furonto e go annaitashimasu.

Welcome. Would you like to stay overnight? Let me take it to the front office.

Guest: はい.

Hai

Iya

Hotel Staff: フロントへご案内いたします。

Furonto e go annaitashimasu.

Let me take you to the front desk.

Guest: おねがいします。

Onegaishimasu

Please

The expression used by the hotel staff above to welcome guests is *Yobikake no hyogen* in the form of a greeting expression used to express a soulful welcome to get the interlocutor's attention. The hotel staff escorts the guest to the front desk because the guest is confused when entering the hotel. The hotel staff escorts the guest to the front desk. The second expression is *Hantei Youkyuu no Hyougen*. This expression expresses a question requiring a yes (hi) or no (iie) answer. In that situation, the hotel staff asks the guest if the guest wants to stay at the hotel, and the guest answers yes.

4.2 Expressions for Welcoming Guests to the Hotel in Indonesian

Data 1

Staff: Good morning. Welcome to the hotel.

Guest: Good morning.

The expression used by staff when welcoming guests is *Aisatsu no hyogen*. Good morning is an expression of daily greeting as guests arrive in the morning.

Data 2

Staff: Good afternoon. Welcome to the hotel. I brought the suitcase, Mom.

Guest: Good afternoon, thank you.

When welcoming guests, the expressions used are *Aisatsu no hyogen* and *Yobikake no Hyogen*. A good afternoon is *Aisatsu no Hyogen*, used for everyday greeting as guests arrive at noon. Welcome is *Yobikake no hyogen* because the expression is used to welcome guests with great feelings and to get attention from guests. This is revealed by bringing the guest's suitcase.

Data 3

Staff: Good morning. Welcome to the hotel. If you want to stay overnight, Mom, please go to the receptionist there.

Guest: Good morning. Well, thank you.

When welcoming guests, the expressions used are *Aisatsu no hyogen* and *Yobikake no Hyogen*. Good morning is *Aisatsu no Hyogen*, which is used for everyday greeting as guests arrive in the morning. Welcome is *Yobikake no hyogen* because it expresses

welcoming guests with great feelings and gets their attention by indicating the receptionist's place.

4.3 Expression for Serving Guests at Check-in Hotel in Japanese.

Data 1

Staff: こんにちは、ご予約のお名前ちょうだいできますか

Konnichi wa, Goyoyaku no Onamae choudai dekimasuka

Good Afternoon. Sorry, could you notify me of the name of the booking in this reservation?

Guests: 栗原です。

Kurihara desu.

I am Kurihara.

Staff: こちらにお名前ご住所お電話番号を. . .

kochira ni onamae gojuusho wo denwa bango o...

Please fill in your name, address, and phone number here.

Guest: はい。（Fill out the registration form and submit)

Staff: ありがとうございます。お預かりいたします。

Arigatou Gozaimasu. Ozukariitashimasu.

Thanks. Let me handle it.

The expression for serving guests at check-in above uses *Aisatsu no Hyogen*. *Konnichiwa* is greeting of good afternoon. The expression is used to greet guests with everyday greeting. The following expression is *Irai no hyogen*, which is a pleading expression. There are two data in *Irai no hyogen*, namely, *ご予約のお名前ちょうだいできますか* dan *こちらにお名前ご住所お電話番号を*. The first expression is used by staff to ask the guest's name at the time of reservation. After knowing the name, the staff asks the guest to fill in the registration data. The expression of the request falls into polite expression.

Data 2

Staff: いらっしゃいませ。お名前を伺ってもよろしいでしょうか。

Irasshaimase. Onamae wo ukagattte mo yoroshii deshouka.

Welcome. Is it possible to say your name?

Guest: 片桐です。

Katagiri desu.

My name is Katagiri.

Staff: 宿泊票のほうにお名前をおねがいします。よろしければ私が。。。。

Shukuhakuhyou no hou ni onamae wo onegaishimasu. Yoroshikereba watashi ga...

Please write your name on this registration form. If I may ...

Guest: 自分で書けるから大丈夫よ

Jibun de kakeru kara daijoubu yo

It is okay, I will write it myself.

Staff: では宿泊票の表面にご記入ください。

Dewa shukuhakuhyou no hyoumen ni gokinyuu kudasai.

Okay, please fill in this section (while showing the registration form)

Guest: ご丁寧ありがとうございます

Gotenei ni Arigato

Thank you for your kindness.

The expression for serving guests at check-in above uses *Aisatsu no Hyogen* with the greeting *Irasshaimase*, which is welcome. The expression is used to greet guests with everyday greeting. The following expression is *Gimon no Hyogen*, an expression to ask someone something. In this case, the staff asks for the guest's name who will stay. 宿泊票のほうにお名前をおねがいします dan では宿泊票の表面にご記入ください using *Irai no hyogen* (expressing request). The staff asks the guest to write down the guest's name and fill on the reservation registration form. The expression of the petition goes into a polite expression.

4.4 Expression for Serving Guests at Check-in Hotel in Indonesian

Data 1

Staff: Good morning, sir. Is there anything I can help?

Guest: Yes, I want to check in

Staff: Okay, do you have a reservation?

Guest: Yes

Staff: Excuse me, on whose behalf are you doing?

The expression for serving guests at check-in in Indonesian above uses *Aisatsu no Hyogen* with the expression of good morning. The following expression is *Gimon no hyogen*, which contains two data. First, the staff asks the guest if anything could be helped, and the guest answers the purpose of his arrival. Second, the staff asks guests on whose behalf the reservation is. The following expression is *Hantei Youkyuu no Hyougen*. This expression expresses a question requiring a yes (hi) or no (iie) answer. The staff asks if they already have a reservation and the guest only says yes.

Data 2

Staff: Good afternoon. Can I help you?

Guest: Yes, I want to check in.

Staff: Okay, have you made a reservation in advance?

Guest: already.

Staff: On whose behalf is the reservation?

Guest: Kirana.

Staff: Okay, Mrs. Kirana. You are staying for one night. Could you show me your ID card, mam? Moreover, please sign this form.

The expression for serving at check-in in Indonesian above uses *Aisatsu no Hyogen* with the expression *good afternoon*. The following expression is *Gimon no hyogen*, which contains two data. First, the staff asks the guest if anything could be helped, and the guest answers the purpose of his arrival. Second, the staff asks guests on whose behalf the reservation is. The next phrase is *Hantei Youkyuu no Hyougen*. This expression expresses a question requiring a yes (hi) or no (iie) answer. The staff asks if they already have a reservation and the guest only replies *already*. The expression used by the staff also has *irai no hyogen*, which is an expression of requesting guests for ID cards.

4.5 Expression for Serving Guests at Check-out Hotel in Japanese

Data 1

Staff: いらっしゃいませ。

Irasshaimase.

Welcome

Guest: チェックアウト延ばしてもらってすいません。

Check out nobashite moratte suimasen.

Sorry for the late check-out.

Staff: まったく問題ございません。

Mattaku Mondai Gozaimasen.

It is okay.

The expression for serving guests at check-out in Japanese above uses *Aisatsu no Hyogen* with a welcome greeting. The staff welcomes guests cordially and expresses respect.

Data 2

Staff: こんにちは。

Konnichiwa.

Good afternoon

Guest: チェックアウト、お願いします

Check out, onegaishimasu.

I am going to check out.

Staff: かしこまりました。気をつけていらっしゃいませ。

Kashikomarimashita。Ki o tsukete irasshaimase.

Good. Heart on the road

The expression for serving guests at check-out in Japanese above uses *Aisatsu no Hyogen* with the expression greeting こんにちは and ~ていらっしゃいませ. The staff greets the guest cordially and expresses respect by saying good afternoon, and when the guest hands over the room key, the staff says to be careful on the street, which is an expression of greeting, too.

4.6 Expression for Serving Guests at Check-out Hotel in Indonesian

Data 1

Staff: Good morning, sir

Guest: Good morning. I want to check out. (while handing over the keys)

Staff: Okay, sir. Thank you.

The expression for serving guests at check-out in Indonesian above uses *Aisatsu no Hyogen* with the expression of good morning greeting. The staff greets guests with a smile and is friendly to express respect to guests.

Data2

Staff: Good morning, ma'am

Guest: Good morning, I want to check out yes (while handing over the key)

Staff: Good mom, thank you. The room has been checked, and there are no items left.

Welcome back.

The expression for serving check-out in Indonesian above uses *Aisatsu no Hyogen* with the expression greeting of good morning and welcome back. The staff greets guests with a smile and is friendly to express respect to guests by saying good morning. The staff ends the conversation by saying welcome back.

The following is a table of expressions used when welcoming and serving guests when checking in and out of hotels.

| | Expressions | |
|-----------------------------|--|---|
| | Japanese | Indonesian |
| Welcoming Guests | <i>Aisatsu no Hyogen</i> <i>Yobikake no Hyogen</i> <i>Hantei Youkyuu no Hyogen</i> | <i>Aisatsu no Hyogen</i> <i>Yobikake no Hyogen</i> |
| Serving Guests at check-in | <i>Aisatsu no Hyogen</i> <i>Irai no hyogen</i> <i>Gimon no hyogen</i> | <i>Aisatsu no Hyogen</i> <i>irai no hyogen</i> <i>Gimon no hyogen</i> <i>Hantei Youkyuu no Hyougen</i> |
| Serving Guests at check-out | <i>Aisatsu no Hyogen</i> | <i>Aisatsu no Hyogen</i> |

Table 1. Differences and similarities between expressions in Japanese and Indonesian at Hotel

The expression used by the hotel staff when welcoming guests in Japanese is *Aisatsu no Hyogen*, a daily greeting for welcoming guests; *Yobikake no hyogen* is a greeting used to express a soulful welcome to get the interlocutor's attention, and *Hantei Youkyuu no Hyougen* expresses a question requiring a yes (hi) or no (iie) answer. The expression used by the hotel staff when serving guests at check-in in Japanese is *Aisatsu no Hyogen*, to greet guests with everyday greeting; *Irai no Hyougen*, a pleading expression; and *Gimon no Hyogen*, an expression to ask someone something. The expression used by the hotel staff when serving guests at check-out in Japanese is *Aisatsu no Hyogen* with greeting expressing respect for the guests.

The expression used by the hotel staff when welcoming guests in Indonesian is *Aisatsu no Hyogen*, a daily greeting for welcoming guests, and *Yobikake no hyogen*, a greeting used to express a soulful welcome to get the interlocutor's attention. The expression used by the hotel staff when checking in in Indonesian is *Aisatsu no Hyogen*, to greet guests with everyday greeting; *Irai no Hyougen*, a pleading expression; *Gimon no Hyogen*, an expression to ask someone something; and *Hantei Youkyuu no Hyougen* expresses a question requiring a yes (hi) or no (iie) answer. The expression used by the hotel staff when serving guests at check-out in Japanese is *Aisatsu no Hyogen* to express respect for the guests.

5. Conclusion

The expressions used by the hotel staff when welcoming guests in Japanese are *Aisatsu no Hyogen*, *Yobikake no hyogen*, and *Hantei Youkyuu no Hyougen*. When serving

guests at check-in, the hotel staff uses the expressions *Aisatsu no Hyogen*, *Irai no hyogen*, and *Gimon no hyogen*. While check-out, the hotel staff in Japanese and Indonesian uses the expressions *Aisatsu no Hyogen*. The expressions used by the hotel staff when welcoming guests in Indonesian are *Aisatsu no Hyogen* and *Yobikake no hyogen*. When serving guests at check-in, the staff uses *Aisatsu no Hyogen*, *Gimon no hyogen*, *Hantei Youkyuu no Hyougen*, and *irai no hyogen* in Indonesian. The hotel staff uses the expressions *Aisatsu no Hyogen* when serving guests at check-out.

The expressions in Japanese and Indonesian have similarities. When welcoming guests, there are *Aisatsu no Hyogen* and *Yobikake no Hyogen*. When serving guests at check-in, the staff uses *Aisatsu no Hyogen*, *Irai no Hyogen*, and *Gimon no Hyogen*. At the time of check-out, the expression used is *Aisatsu no Hyogen*. The difference between the expressions used in Japanese and Indonesian when welcoming guests to a hotel is that in Japanese, it uses *Hantei Youkyuu no Hyougen*. In Indonesian, it does not use the expression. When serving guests at check-in, in Indonesian, the staff uses *Hantei Youkyuu no Hyougen*. There is no difference in the use of expressions in Japanese and Indonesian when serving guests at check-out.

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