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## AN ANALYSIS OF JARGONS USED BY RECEPTIONISTS IN FRONT OFFICE HOTELS AT LOMBOK

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### ABSTRACT

This study aimed at identifying and describing the linguistic forms, the meanings and the functions of jargon used by receptionists of the front office department at Lombok Hotel. This study was conducted in qualitative method. The front office jargons were investigated in spoken and written forms. The subjects of this study were receptionists of the front office department at Lombok. The methods of data collection were observation, documentation and interview. This study found jargon were used by receptionists in front office department. It was found that the jargon was in the form of noun phrases abbreviation, noun, clipping, affixation, borrowing, acronym, preposition phrases, verb, adjective, and coinage. The meanings of jargon were identified by investigating technical meaning. Besides, this study found that there were two functions of the jargon, (1) providing a technical or specialist language to make communication more efficient and (2) encouraging group solidarity. This study concluded that jargon is a way to express the feeling of the community and also have their own specific language

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## 1. INTRODUCTION

As human beings, people cannot be separated from the process of communication. The most appropriate media to make a communication is a language. Language is a verbal tool which is used for communication (Chaer and Austina, 2010: 11). One of the characteristics of language is being social. It means that language has strong correlation with society. The study about relation between language and society is called Sociolinguistics. Holmes (2001:1) states, sociolinguistics is a major role in language and society. Sociolinguistics studies the relation between language and society and identifies the social function of language. The different societies may have the different languages used or we call language varieties. Wardhaugh (2001: 219) states, language variety can be caused by the social status, age, sex, job or the environment and function. In society, a lot of people use many kinds of language it is called sociolect. One of sociolects is jargon. Allan and Burridge (2006: 56) defines jargon as a specific language in certain circumstances such as profession or other group in which speakers share a common specialized vocabulary, habits of word usage, and forms of expression. Some examples of jargon are used in some job- field such as military, pilot, hotel, medical field, nursery, etc.

Communication is very important in human life, both for people as individuals and as a group. One thing that cannot be separated from their communication process is language. Language is not simply a tool. It is a multi purposes tool for people to communicate with others i.e. a matter of course that the language people use is the same as that used by the people with whom they communicate. In communication, there must be a good communication; the language used can be understood; otherwise; the message cannot be perceived. The existence of language in human life has a big function, i.e. to express ideas and feeling in words that reflect social aspects.

In relation to the language as a means of communication in social context, language is very perceptive. Its

efficiency drives people to create new language varieties. Employees as parts of human life have certain terms based on their field to make the communication run well and more effective. Thus, they need the same language as a tool in social communication, i.e. jargon. Allan and Burridge (2006: 56) state that jargon is a specific language in certain circumstances such as profession or other group. Furthermore, it is the language used in texts, in spoken or written form, dealing with a confined field in which speakers share a common specialized vocabulary, habits of word usage, and forms of expression. Some examples of jargon are those used in some job-field such as military, pilot, hotel, medical field, nursery, etc.

Hotel is one of the job-fields that use jargon as a communication. In hotel organization, there are some departments or divisions responsible to service guests based on their expert. One of departments in hotel is front office department. According to Suwithi & Boham (2008: 123), Front office department is the major department in a hotel which is situated at the front part of the hotel and its duty is to develop and maintains up to date record on guest information, guest service and ensure guest's satisfaction. The front office is also responsible for welcoming the guests, greeting the guest, handling the guest complaints and connecting all departments in hotel. To do their duty, they need some terms of communication to express their idea and intention. In front office department they usually use words to connect all departments for example "Housekeeping monitor. Bersihkan Queen di kamar nomer 3, tamunya sudah CO". Lexically, monitor means computer screen while in front office, monitor means all employers should be pay attention and ready to work. Queen means a woman who rules a country because she has been born into a royal family, or a woman who is married to a king. In front office, queen refers to a type of bed in which one bed is big enough for two people. CO is kind of abbreviation that stand for Check Out, it means guest has returned the room key to front office and left hotel. People who do not have background about jargon of front office will find difficulty to obtain the message when they are involved in interaction with the member of this division.

The language varieties used in Front Office Department is recognized to be obvious, brief, and assertive in accordance with the duty and Front Office Department atmosphere that requires punctual, friendly, and qualified service. In relation to the formation, the housekeeping jargon has been developed based on the needs of situation and condition. The communication held by the manager and the employees in this division also involves jargon. One thing that is important concerning the jargon used by the manager as the encoder and the employees as the decoders in Front Office Department is the uniqueness of the language.

Based on the phenomena explained previously, the use of jargon in Front Office Department might frequently create misperception and misconception. Therefore, the researcher is triggered to list and observe the jargons used in this division.

Based on a preliminary observation on the use of jargon in Front Office Department at Lombok Hotel, there are some problems emerge in the study of jargon.

To some extent, it is hard for people to understand the meaning of jargon because it is frequently spoken in different ways in a certain field. Groups of people use their own language or jargon to show their identity. Anderson (1995: 115) explain that jargon is used only in particular contexts such as trade and recruitment of labor. In the case of jargon used in the hotel field, it reveals a certain meaning that is only known by its community.

Considering the identification of the problems, the research focuses on the three points of discussion, i.e. forms, meanings, and functions of jargon found in Front Office Department at Lombok Hotel. The data cover the terms found in guest supplies & amenities consumption report, business room check list, housekeeping report, cleaning supplies purchasing list, room attendant worksheet, public area attendant worksheet, equipment inventory, etc.

Based on the limitation, the problems of this research are formulated as follows.

1. What are the forms of jargon in Front Office Department at Lombok Hotel?
2. What are the meaning of the jargon in Front Office Department at Lombok Hotel?
3. What are the functions of jargon used in Front Office Department at Lombok Hotel?

Based on the formulation of the problem, the objectives of the research are as follows:

1. to identify and describe the forms of jargon in Front Office Department at Lombok Hotel;
2. to describe the meaning of jargon in Front Office Department at Lombok Hotel; and
3. to identify and describe the functions of jargon in Front Office Department at Lombok Hotel.

This research is expected to be able to give better understanding also open people's perception about language variation especially jargon.

Moreover, this can lessen the distance between people who utter it and those who do not know it.

1. Students of Hotel at Lombok Tourism Polytechnic

The research improves the competency of the students of English Education Department on linguistic



knowledge especially language varieties which appear in each society in nature. This understanding is intended to prepare the students in learning ESP (English for Specific Purpose) since ESP deals with a specific area of work or interest in various fields of society.

## 2. The Hotel at Hotel

The result of this study provides a list of jargon together with the analysis in systematic way. It classifies the jargons in terms of, i.e. form, meaning, and function.

## 3. Other Researchers

Since this study focuses on three analyses, i.e. form, meaning, and function of jargon, it is expected to give references and stimulate other researchers to conduct a related research study under sociolinguistics perspective either dealing with the same field or other fields.

## 2. LITERATURE REVIEW

### Sociolinguistics

A simple definition of sociolinguistics is the study of language and society (Finch, 2003: 204). It means that sociolinguistics has the main concern in the relation between society and language. Gumperz in Wardhaugh (2006: 11) states that sociolinguistics is an attempt to find a relationship between social structure and linguistic structure and also to observe the changes that occur. A social structure shows systematic patterns of behaviour between individual-individual, group-group, and individual-group relationship. Meanwhile, a linguistic structure describes the rule of linguistic component creates wider component.

Marshall (2004: 15) says that sociolinguistics is mostly concerned with integrated models to account for the links between three fields; linguistic variation, social structure, and linguistic change. Linguistic variation refers to the range of differences between the languages of the world. It is affected by the regional and the social aspects where the language is used. The second field is social structure- patterned social arrangements which structure the society as a whole and which distinguish them into some varying degree. The third field is linguistic change. It is a phenomenon whereby some branches of linguistics such as phonetics, phonology, morphology, grammar, semantics, and pragmatics differ over time. This concept is supported by Katamba and Kerswill in Culpeper et al. (2009: 262). They elaborate five causes of linguistic change i.e. imperfect learning of grammar, social, functional, structural, and contact. Firstly, imperfect learning grammar deals with the phenomena where there is lack of young generation incomplete learning that results in the modification, such as *for* and *form*.

### Language Variation

Language variation are the object of sociolinguistics which are the result of the relationship between language and social factors, such age, sex, education, social status, social occasion, professional occupation, and other factors (Barber and Stainton, 2010: 478). The principal types of language variation manifested in pronunciation (accent), grammar and vocabulary are the regional variation (regional dialects) and the social variation (social dialects, sociolects, also 'genderlect', jargon, slang, argot). Bright in Coulmas (2007: 53) states two fundamental facts of language variation. First, that it is always changing in all areas of structures (phonology, grammar, discourse, style, semantics, and vocabulary). It occurs for instance in the case that American English pronounces *whine* [hwain] merges with *wine* [wain]. Second, language variation changes in different ways at diverse place and times.

Marshall (2004: 5-6) states that language variation provides an explanation of how communication takes place. Language variation is not arbitrary, but rather strictly controlled, often by extra-linguistic factors, and the specification of these factors may help us account for change. The language variations which occur are age, sex, social class, and attitude. In line with Marshall, Eckert and Rickford (2001: 185) mention that class or sex or age correlates as supposed determinants of language variations. They affect the use of language, such as in sex, males tend to use –logic and strict to the point- statements instead of females.

The other language variation is called slang. According to Allan and Burridge (2006: 69), slang is language of a highly colloquial and contemporary type, considered stylistically inferior to standard formal, and even polite informal speech. It often uses metaphor and/or ellipsis and often manifests verbal play in which current language is employed in some special sense and denotation; otherwise the vocabulary and sometimes the grammar is novel or only recently coined.

Allan and Burridge (2006: 69-70) define that the most significant characteristic of slang overlaps with a defining characteristic of jargon, that is a marker of in-group solidarity, and so it is a correlate of

human groups with shared experiences. According to them, the slang serve as in-group recognition devices and purportedly disguise meanings from out-groupers which is why Halliday described them as anti-language, 'the language of the anti-society'. The language of those involved in unofficial or illegal activities needs to exclude regulators and law officers. To a greater extent than jargon, slang is 'antilanguage' because it is intended to dissimilate users from out-groupers.

Another distinguishing feature of slang is that it can usually be replaced by standard language without loss of communicative efficiency, whereas the best jargon cannot (Allan and Burridge, 2006: 69-70). When people describe someone as pickled or pissed, people can simply say those words with drunk without losing communication efficiency. Such substitutions will necessary change the connotations of the utterance or text and, consequently, the communicative effect.

### **Jargon**

Malmkjær and Anderson (1995: 115) state that jargon is used only in restricted contexts such as trade and recruitment of labour. Jargon is like mini-dialects, but used only for the activity for which they were created. They are not only sensitive to the requirements of the activity but also to the personal and social needs of the speakers.

Furthermore, Spolsky (1998: 33) defines jargon as speech used by marked group of people such as a trade or occupation. A specialized bond between members of in-group and enforce boundaries outside. If the people do not understand a certain jargon, it means that they do not belong to a certain group. Jargon can be useful for conveying meaning precisely and effectively for specific communities. However, it may also exclude and/or confuse those who are not "in-group". Thus, speakers and writers need to be aware of their audiences when deciding to use jargon appropriately.

Moreover, Crystal (2003) defines jargon as the technical vocabulary or idiom of special activity or group. The reality is that everyone uses jargon; it is an essential part of the network or occupation and pursuits which make up a society. All jobs present an element of jargon, which workers learn as they develop their expertise. All hobbies require mastery of a jargon. All sports and games have their own jargon. Each society grouping has its jargon. The occupation of person causes his language to vary, particularly in the use he makes of technical terms. The phenomenon of using jargon therefore, turns out to be universal and valuable.

Richards and Schmidt (2002: 278) define jargon as spoken or written words and expressions used by a group of people who belong to a particular trade, profession, or any other group bound together by common attention, e.g. the jargon of law, medical jargon.

Jargon is sometimes compared to slang because both have the same senses as kinds of shorthand of language. However, the line of demarcation between jargon and slang is open to dispute because slang is sometimes defined in such way to overlap almost completely with the definition of jargon (Allan and Burridge, 2006:68).

In accordance with above statements, Tashword (2008) defines jargon as the words used in a particular context that are meaningful to people experiencing that context. Tashword explain that jargon is not a bad thing as it can make communicating with others in the field quicker and easier. Jargon, therefore can make communication efficient and effective for the users.

Allan (2001: 172) proposes three criteria in identifying a jargon. First, it can be identified by its lexical markers such as specialized used vocabulary, idiom, and abbreviations. Second, a jargon can be identified by its syntactical markers, e.g. imperative and passive sentences. Third, a jargon is identified by its presentational markers in terms of prosodic (voice quality, amplitude, rhythm) and format in which the context is presented.

In conclusion, jargon is technical language of some fields such as a trade, profession, or similar group using unusual vocabulary, complex phrasing, and unclear meaning. It is an exclusive term in which mostly known by the insiders, i.e. users of the jargon instead of the outsiders, i.e. people who do not belong to be field.

There are some motivations of creating jargon. First, it is used to exclude the people or novices, there who do not belong to. If a person does not understand a jargon of group as it means as it mean he does not belong to that group. Jargon can give a person a sense of belonging to a specific group. Jargon is an effective signal for identification. It is effective when it is used in the group where the jargon created or occurs. Another motivation of creating jargon is communicative efficiency. If something has to be frequently mentioned, it is more economical to have a single word to refer to it than a length phrase. We know that jargon uses items already existing in language and then extend their meaning and function. Jargon rarely uses completely new words or construction. Practically, the words are old but with new meaning and



different meaning.

### Forms of Jargon

Form of jargon is the physical appearance of a term or combined terms that results important technical meanings. Halligan (2004) elaborates four kinds of jargon. They consist of acronym, abbreviation, word, and phrase. It is supported by Chaika's theory (1982) telling that jargon appears in two ways. Firstly, it is shaped in the form of new words. Secondly, it appears in the form of existed words as common people know.

a) Acronym

The first form of jargon is acronym. It is formed from the initial letters of a set of other word. Bauer (1988: 39) and Yule (2006: 57) state that acronyms are formed from the initial letters of the words in name, title or phrase.

b) Abbreviation

alking about abbreviation, there are two theories that can be used as the basis for explaining it. The first theory is proposed by Leech in Culpeper et al. (2009: 109) who mentions that an abbreviation is formed by taking the initial letters which doesnot result in well-formed syllables. Thus, unlike an acronym, an abbreviation cannotbe pronounced as if a word.

c) Word

Leech in Culpeper et al. (2009: 109) mentions that a word is not merely defined as the smallest form that can occur by itself as an utterance as it can also be manipulated by syntax such as what occur in sentence structure of an active sentence and passive sentence. Meanwhile, Finegan (2004: 40) proposes four informations dealing with a word. First, people should be able to identify a word's sound and the sequencing. It is related with phonological information. Second, people should be able to identify a word's meaning which is related to semantic information. Third, people should be able to identify how related words such as the plural form of a noun or past tense of a verb are formed. It deals with morphological information. Fourth, people should be able to identify a word's category and how to use it in a larger composition, i.e. a sentence.

In relation to a word's class, word is divided into content word and function word (Fromkin, et al., 1991: 64). A content word is a word which determines thing, quality, state, or action. It has meaning when it is used alone. It consists of nouns, verbs, adjectives, and adverbs. On the other hand, a function word is a word which has little meaning on its own. It is used to show grammatical relationships in and between sentences. It consists of conjunctions, prepositions, articles, and pronoun.

d) Phrase

According to Leech in Culpeper et al. (2009: 130-135), a phrase, i.e. a group of words which form a grammatical unit, has a main word that is called a head. It is the only word that has to occur in the phrase. A phrase does not contain a finite-verb and does not have a subject-predicate structure.

### Meaning of Jargon

Meaning of jargon sometimes does not mean what exactly people mean by themselves. As a result, people who do not belong to particular group of field willnot understand entirely of what the people who belong to the same field talking about using jargon.

In every term, meaning contains two concepts in nature, i.e. sense and reference (Finch, 2003: 132-133). Firstly, sense shows its meaning in relation to linguistic structure and it is seen as the mental representation of a linguistic expression. There are two kinds of sense, conceptual sense and associative sense. Conceptual sense indicates the established semantic features of a word. It is commonly investigated by using a classical componential analysis, i.e. comparing a set of words in a semantic field in pairs and distinguishing between them in terms of a set of binary feature. For example, the word 'man' and 'woman' are possibly described as 'human, adult, male' for man, and 'human, adult, female' for woman.

### Function of Jargon

Brown and Attardo (2000: 110) sum up that jargon has two main functions. It is created to provide speakers of specialized domains with clear on ambiguous terms to refer to their activities and to provide speakers of a sub group with means of working in-group membership and excluding to outsider. Based on these two functions, jargon can make communication between people inside the field quicker

and easier. However, when used with outside the relevant fields, jargon can be confusing and hinder understanding. It can even be used to make the outside people feel inferior because they do not understand the jargon. It is often used to show social identification; to show that he people belong to a certain group.

A jargon encourages in-group solidarity. People who belong to the same field will have a harmonious situation using jargon in their communication. This results in their position as a solid member of society.

### 3. RESEARCH METHOD

This study will conduct in a qualitative research. This study was conducted in Hotel at Lombok. The subjects of the study is receptionists in front office department at Lombok Hotel. The object of this research is jargon used by receptionists in front office department at Lombok Hotel. In this study, the researcher himself is the main instrument in collecting the data. As the main instrument, the researchers use some tools to obtain the data. The tools are aimed to help the researcher in obtaining the data accurately. First tool is recorder; it was used to collect the data by recording the conversation among employers, interview and also their communication, especially those containing jargon use by the front office community. Second is camera, it was used by researcher in order to obtain and record data about jargon used by receptionists in written form. Third is interview guide, it helped the researcher to interview receptionists at front office department. This research use three techniques in order to collect the data. The three techniques, namely: observation, document and interview technique. The researcher use those methods to collect the authentic data from the subjects. In this research, the data that the researcher wants is the jargon that used by receptionists in front office department at Lombok Hotels. The step is explained as follow.

1. Observation technique, Sugiyono (2010:145) defines observation as the basic of all knowledge. The researcher only can work based on data gathered by observation. Observation as a complex process organized from biological and psychological process. In this study the researcher used Non participation observation. This kind of observation did not need observer's participation. This observation is use to find out the linguistic forms, meanings and functions of the jargon used by receptionists in front office department at Lombok Hotel.
2. Documentation technique.
3. Sugiyono (2007: 329) states document is any valuable notes of past events in the form of written text, picture, or monumental creatures the result of research will be reliable if it is supported by documents. In this research documentation is use to collect all document use in front office and take some pictures of jargon used by receptionists in front office department at Lombok Hotel.
4. Interview technique. Sugiyono (2010:231) defines interview as a meeting of two persons to exchange information and idea through question and responses, resulting in communication and join construction of meaning about a particular topic. This technique was aimed to know what are the meanings and functions of jargon used by receptionists in front office department at Lombok Hotel. In data collection process, the researcher used some steps of research procedure in order to obtain the data. First is Preliminary observation. Preliminary observation was conducted to make sure that the data needed was there. Second is further observation. Further observation was conducted to find the subject, the researcher began to find several native speakers who expert both in receptionist and speak English. Third step was recording the conversation. After the researcher got the subjects, then the researcher recorded the language that they used in the conversation. The researcher did the recording in several places according to the location of the subjects using the jargon. Forth step was transcribing the conversation. The researcher transcribed the conversation into written text in order to avoid many missed information that made it error to the research. Fifth step was analyzing the conversation. The step was aimed to explore how the conversations are structured and what kinds of jargons, mechanisms, and rules are including in conversations. Sixth step was interview, it was conducted to informants to help researcher get deeper information about the phenomenon so that the result of observation would be well-understood and resulted to better interpretation during data analysis. And the last step was finding front office's files. Finding front office's files were the complementary data which supported the primary data to make the result of the research more valid.

The procedures of data analysis of this study had done in qualitative method by using interactive analysis. Data collection was the first step which was included in observing, recording, and documenting the informants of those word lists given. Second was data reduction. All of the data were transcribed from the digital recorder into the written form. All the data would be specified, simplified, transformed and grouped. Third is data display. After data reduction, the selected and grouped data based phoneme classifications were displayed on table. Fourth was drawing verification/conclusion. Based on the data display, the researcher made a conclusion of the research.

The researcher used triangulation technique to prove the validity and reliability of the data analysis. The researcher used methodological triangulation because it used more than one method to obtain the data in data



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collection technique such as observation, interview and documentation.

#### 4. FINDING AND DISCUSSION

In this research, the researcher found jargons which were used by receptionist in front office at Lombok Hotel.

##### Finding

Identifying the meaning of jargon was conducted by investigating technical meaning instead of lexical meaning. The meanings were collected from some sources such as hotel front office's document, front office staff interview, front office guide book (Manual) and dictionary.

In this research, researcher found 100 jargons which were used by receptionist in front office at Lombok Hotel. Related to the linguistic forms, jargon was investigated based on word formation process such as: abbreviation, clipping, acronym, affixation, back formation, borrowing, coinage, words and phrases.

##### 1. Abbreviation

Abbreviation is process of reduction using initialization of words (Yule 2006: 55). Example :FO □FO is shortening of *Front Office*. FO had experienced a process of reduction using initialization of words *Front + Office* into **F** and **O**. Then, both letters are joined together into FO which has meaning a hotel employee whose responsibilities center on the registration process, but also typically include preregistration activities, room status coordination, and mail, message, and information requests.

Example :Receptionist 1: FO monitor! Tolong handle check in group di Abian 1! (attention Front office! Please handle check in group in room Abian 1)

##### 2. Acronym

Acronym is one of the abbreviations or shortening process and it can be pronounced into a new single word. Example

:VIP □VIP is taken from Very Important Person. VIP is formed by a process of taking every first initial of words Very + Important + Person into V + I + P. Then the letters are joined together and can be pronounced into a new single word VIP. It means a special person or guests who stays in hotel. (governor, celebrity, head of company etc.) Example :

Receptionist 1 : Sebentartolong handle adaVIP guest check in di CR 2 temennyapakAgusdari Australia. (Please handle VIP guest, he is Mr. Agus's friend from Australia.)

##### 3. Affixation

:Repost □ The word repost is derived from root post. Repost is formed by adding prefix re- to the root post, (re- + mark = post). Prefix re- means a second or subsequent, while root post means broadcast to public. In conclusion, the word repost in front office jargon means a second or subsequent a posting (a message, room price, guest order, room service and charge) to Hotel Visual Program (VHP), for a second or further time. Example :Receptionist 2

: Dek input bill di VHP sekalian repos tyang kemarinmalem. Untuk besokj uga, remark order tamunyaya. (Please input the bill in Visual Hotel Program, and repost the previous bill. And also please remark guest order for tomorrow)

##### 4. Borrowing

Borrowing is one of the word formation processes to create new words by taking from other language (Yule 2006: 54). Example: Abian □ Abian is original word from Lomboknese which has meaning a tropical Lomboknese zen-garden. However in front office jargon abian means the name of Asas's double size room. Example :Receptionist 1: FO monitor! Tolong handle check in group di Abian 1! (Front office attention! Please handle check in group in room Abian 1).

##### 5. Clipping

Clipping is a process of new words by shortening the polysyllabic word or by deleting one or more syllables (Yule, 2006: 55). Example: cat □ cattaken from category. The word category is formed by a process of back-clipping or deleting syllables in back of the word (category) into cat. This word has meaning as a room status term indicating that the category of overview, size and name of room in hotel. Example :

Receptionist 4 :Mbok guest atasnamaJoongsiHoon order Room cat CR2 NSR – HMP benerkan? Biarenggaksalah input di VHP. (JoonsiHoon order room category Carik 2, Non Smoking Room, Honeymoon Package isn't it? It is aimed to avoid error input in VHP)

##### 6. Coinage

Example :Bluebird □ Bluebird is the first taxi company in Lombok since 25 years ago. Bluebird is used to call or order taxi trough FO in order to pick up guest and return to hotel. Example :Receptionist 2: TelfonBluebirdsekalianDek. (Kadek, please call a taxi)

#### 7. Words

Word is a speech sound or combination of sounds having meaning and used as a basic unit of language and human communication. It consists of nouns, verbs, adjectives, and adverbs. Example

:Check □ Check is classified as a verb. In front office jargon, the word check is used as an act to examine something in order to determine its accuracy, quality, or condition, or to detect the presence of something. Example :Receptionist 1: check summary cashier report, cocokinsama journal of transaction-nya. (please check summary cashier report and then match with the journal transaction).

#### 8. Phrase

According to Yule (2006: 72) a phrase is a group of words which form a grammatical unit, has a main word that is called a head. It is the only word that has to occur in the phrase. A phrase does not contain a finite-verb and does not have a subject-predicate structure. The modifier, putting before the head is called pre-modifier. The modifier, putting after the head is called post-modifier. There are five kinds of phrase namely: noun phrase, verb phrase, adjective phrase, prepositional phrase and adverbial phrase. Example

:Arrival Guest List □ Arrival Guest List is classified as noun phrase. The head of phrase arrival guest list is list. It is formed by process adding pre modifier arrival (adj)+ guest (n) into the head list (n), then they stand together into arrival guest list. In front office jargon, the phrase arrival guest list means a form list indicating that the guest would arrive to the hotel. Example : Receptionist 5 : Manaarrival guest listsama transportation scheduleny? Mau escort bandara pick up tamu. (Where are arrival guest list and transport schedule? I would like to pick guest up in airport).

### Discussion

In term of function Allan and Burrige (2006: 58) propose two functions of jargon. Firstly, a jargon functions in providing a technical language for efficient communication. The second function is encouraging in-group solidarity. The data analysis of jargon used in front office at Lombok Hotel showed two functions of jargon, first is providing a technical language for efficient communication.

Example :NSR (Non Smoking Room) □ NSR (Non Smoking Room) is a hotel room status that indicates guest in hotel not allowed smoking in room. The motive or function of front office used this word because they felt more efficient to pronoun or easier to communicate with other staff. Example :

Receptionist 4 :Mbok guest atasnamaJoongsiHoon order Room cat CR2 NSR – HMP benarkan? Biarenggaksalah input di VHP. (JoongsiHoon order room category Carik 2, Non Smoking Room, Honeymoon Package isn't it? It is aimed to avoid error input in VHP). From the example it can be concluded that receptionist used this term to make communication easier rather than used the full words.

The second function is encouraging in-group solidarity with 90 data. Example :Summary cashier report □ Summary cashier report means Summary reports of transactions. A form of record of amounts received. The motive or function of front office used this word because they can encourage in-group solidarity. Example :

Receptionist 1 :check summary cashier report, cocokinsama journal of transaction- nya. (please check summary cashier report and then match with the journal transaction) Receptionist 3 : Iya Pak. Matur tampiasih kadayang miss. (Yes sir hopefully there is no miss input.) From the example, it can be concluded that each employee knows what their job and they share same unity thus the solidarity is upgraded.

### 5. CONCLUSION & SUGGESTION

The researcher found terms of functions; most jargons are used to encourage in-group solidarity. It implies that using the jargons, the front office at Lombok Hotel are able to maintain the team spirit and confidence because other regards the receptionists have unique and specific technical terms.

The front office jargons become the technical term at Lombok Hotel and they are created for communication purpose. They are used based on the agreement between the board in Front Office Department including the FOM (Front Office Manager), Supervisor, GSA (Guest Service Assistant) and bell boy. They are presented in particular pattern in order to avoid the misunderstanding among receptionists.

Based on the result of the study, it can be suggested some points to the following parties. (1) Students of English Education Department. The students of English Education Department are expected to have better understanding on language variation and front office jargon in a hotel. The understanding might improve their competence in learning ESP and Sociolinguistics especially in language variation. (2) Lectures in English Education Department. This research is expected to contribute as a teaching and learning resource or material in relation to language variation and ESP course. (3) The Front Office Department. This research is expected to be a resource of receptionists as well as management board of an international class hotel in relation to develop the hotel service and accommodation. (4) Other Researchers. This research is also expected to provide alternative resources to support other researchers in conducting research in same field; sociolinguistics discipline, especially in language variation.





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