

THESIS

**A STUDY ON ENGLISH SPECIAL EXPRESSION USED BY
RECEPTIONISTS AND HOUSEKEEPING STAFF
IN TUGU HOTEL OF MALANG**

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SEPTEMBER 2005

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Certifies that the thesis I wrote to fulfill the requirement for sarjana entitle A study on English special expression used by receptionist and housekeeping in hotel Tugu of Malang is truly my original work. It does not incorporate any materials previously written or published by other persons, except those indicated in the footnotes, quotations, and references, due to the fact, I am only person who's responsible for the thesis if there are any objections or claims from others.

Malang, November 15, 2005

The writer

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ABSTRACT

Yusuf, Ahsin. Herlambang 2005. A study on English special Expression Used by Receptionists and Housekeeping Staff in Tugu Hotel of Malang. Thesis. English and letters faculty, Islamic state University.

Key words: English Special expression, Receptionists, Housekeeping staff.

One of the “service industries” in the word is hotel. The most important function of a hotel is to provide services for its guests. All departments within the hotel offer services, including the receptionist and housekeeping staff. Concerning with the linguistics study on English special expressions in Tugu Hotel, as far as the writer knows, There are only a few researcher interested in. Therefore, the writer would like to present a linguistics study entitled “ A study on English Special expressions Used by receptionists and Housekeeping staff in Tugu Hotel of Malang, because in their daily communication, especially when services the foreigner both of the (departments) use English Special Expressions as a mean of communication. The problems of the study are: 1) what are the expressions used by receptionists and housekeeping staff? ; 2) What are the lexical and contextual meaning of the expressions used by receptionists and housekeeping staff?

.To collect the data, the writer did the interview and observation. After collecting the data, the writer analyzes the data and classifying the data based on the problem which deal with the purposes of the study. Analyzing the data to get meaning and drawing the conclusions.

From the analysis, he concludes that English special expression used in receptionists and housekeeping staff can be used in various context and purposes. For example: in expressing check-in, welcoming guest, escorting guest to their room, explaining the facilities in the room, departing guest, morning call, and giving tourist information, are in different expression. Finally, the writer suggest, the readers that a study on the language of linguistics of English special expressions are very important used in receptionists and housekeeping staff, especially for any body who want to get job in the hotel, and also he suggest the readers can make other English special expression in other cases.

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CHAPTER I

INTRODUCTION

1.1 Background of the study

Hotel is “service industry”. The function is to provide services for its guests. All of departments within the hotel offer services, including the receptionists and housekeeping staff. Service industry opens to the public and covers many facilities and open 24 hours a day. Hotel is one of the types of accommodation service that provides guest rooms, food and beverage, recreation, such as swimming, fitness center, meeting room and tennis, etc.

Hotel has various sections which can be classified into departmental of sections functions such as front office, housekeeping, food and beverage, accounting, marketing, engineering. The relationship between receptionist and housekeeping staff is closed. Receptionist is the closest partner of the housekeeping in taking care of guest. Receptionist is responsible for selling the room and housekeeping is responsible for cleanliness of the room and of the whole hotel. Beside that the housekeeping delivers internal communications. Housekeeping staff contain internal function that has to do with how human use language to interact with each other to socially or emotionally: how they indicate friendliness, cooperation or hostility or annoyance, pain or pleasure.

English special expressions are found in the daily speech of English people rather than in elaborated and polished composition. Like wise, on the

radio, newspaper and magazine articles and book of travel, terms of English special expression abound. Here, language has so many relationships with various human lives that can be studied from numerous points of view. We can receive and convey ideas and further communication with other people. Trudgil (1974: 13) stated language is not only a means of establishing and maintaining relationship with other. Language is one of the most important things in communication. Communication is a process where individual express ideas through symbols and other audiovisual aids. All are valid and useful, as well as in themselves. Language can not be separated from the existence of human life. This shows how important it is to communicate emotion or ideas between human beings. In fact, human being and social groups are held together by the use of language. Language is a medium to transmit ideas of inter human relationship religion, business education, tourism, mass communication, law medicine etc.

Therefore, between tourism and English language there is an immediate relationship and being an internal communication medium, English is so significant for people who work in tourism industry. Now, tourism is the second largest in the world, and is also getting rapidly and strongly developed in Indonesia.

Concerning with the field study on English special expressions used in hotel as far as the writer knows, there are only a few researchers interested in it. Therefore, the writer would like to present a field research entitled, exploring English special expression used in hotel receptionist and housekeeping in Tugu hotel of Malang. He has chosen the field research, because the language used in

the receptionist as reflection of realistic daily communication. Therefore, writer found one study of English expressions used in hotel, which was researched by Wahyudi (1996) a student of STIBA Malang as reference. He concerns his study on English expression used in hotel Surabaya. Wahyudi find the contextual of English special expression used in the front-office and housekeeping department, and he describes the usage of those phrases in the dialogue, especially in daily communication. In his studies, it clears about similarities and differences expression between two departments. Even though, in addition the researcher tries to know the different of contextual and lexical and also how are receptionists and housekeeping staff use their own English special expression in dialogue, because of a different category of the hotel. It means that a different English special expression in daily activities between receptionists and housekeeping staff in serving the guest. In this case, the writer has different object of this study. Here, he will conduct a research in Tugu Hotel of Malang City. Based on the phenomenon above the writer want to conduct this linguistic study that it is entitled A STUDY ON ENGLISH SPECIAL EXPRETIION USED BY RECEPTIONISTS AND HOUSEKEEPING STAFF IN TUGU HOTEL MALANG.

1.2 Research Questions

Base on the background above the learner must be careful to note precise words that make up any English special expressions, and also the exact arrangement of those words. Hence, the research questions formulated in this study are as follows:

- 1.2.1 What are the special expressions used by receptionists and housekeeping staff?
- 1.2.2 What are the lexical meanings and the contextual meanings of the expression used by receptionist and housekeeping staff?

1.3 Objectives of the study

The objectives of the study in this thesis are:

- 1.3.1 To describe the kinds of English special expression used by receptionists and housekeeping staff.
- 1.3.2 To know the lexical and the contextual meaning of the expression used by receptionists and housekeeping staff.

1.4 Significance of the Study

The result of the study is supposed to be useful for UIN Malang student to develop their knowledge of the kinds of the special expressions that used by receptionists and housekeeping staff.

Furthermore, the writer expects that this thesis will be useful for any one who is interested in studying special expressions used by receptionists and housekeeping staff.

1.5 Limitation Of The Study

Discussing concerning English special expressions is quite broad. So, the writer has decided the English special expressions used in hotel's receptionists and housekeeping staff which are often used in daily life. The English special expressions to be studied are limited on some contextual expressions. Those English special expressions would be presented one by one below:

- 1.5.1 Expressing check-in.
- 1.5.2 Expressing escort guest to their room.
- 1.5.3 Expressing and explaining the facilities in the room.
- 1.5.4 Expressing departure guest.
- 1.5.5 Morning call.
- 1.5.6 Giving tourist information.

1.6 Definitions of the Key Terms

To avoid any ambiguities and misinterpretations, the writer would like to define the key terms used in this thesis: "A study of English Special Expressions used by receptionists and housekeeping Staff in Tugu hotel of Malang".

- 1.6.1 Hotel is building where room and meals are providing for people in return for payment (Hornby, 1995: 604). In American encyclopedia hotel is defined as an enterprise provide accommodation service and another services for tourist and traveler.
- 1.6.2 Receptionists: is responsible of reservation, registration, and room assignment.
- 1.6.3 Housekeeping is responsible for the cleanliness of the rooms and of the whole hotel.
- 1.6.4 Special Expressions is the expression which is used by the receptionists and housekeeping staff in communicating, serving the guest, especially the tourist.

CHAPTER II

REVIEW OF THE RELATED LITERATURE

In this chapter, it is necessary for the writer to describe the result of the reviewing the sources of information that are related to the topic discussed in this thesis.

2.1 Language and linguistics

There are many reasons for the growing interest in the field of language and society. First of all, language may in some degrees reflect certain aspects of the society in which it is spoken, and may therefore constitute a profitable area of investigation for social scientists. It is not merely meant of that vocabulary of a language may reflect the interest, needs experience and environment of the people who speak it. Language may also indicate something about the way in which the society is structured, as conveyed, perhaps through its beliefs, norms and values. Conversely, language is also a medium through which a society may be influenced, conditioned or manipulated. Language is certainly necessary for human life and is so much familiar as a feature of daily life, besides all sciences which depend on it.

Some definitions of language according to many experts are as follows:

- Language is human and non instinctive method of communicating ideas, feelings and desires by means of a system of sound and sound symbol (Hornby, 1974: 473)
- Language is system arbitrary vocal symbols by means of which social groups cooperate. (Lyons, 1987: 4). In Oxford Dictionary, it is said that language is a system of sounds word patterns used by humans to communicate thought and

feelings (Hornby, 1995: 662). It proved that all human being used language to communicate with other in order to transmit their messages and to understand what they mean.

- Lado (1961:3) states that language is instrument of communication among human being in community. Language as the instrument of community to convey the meaning is roughly uniform for the members of the community and are thus readily conveyed and understood.

People interact in the social life of the community have to be able to communicate and be communicated too. Language may become functional and useful in some purposes. They may know what the language is for. In the relation to this, they only learn language with a purpose in their mind: to help some, to see our point of view, to ask their advice or perhaps to reach agreement with them, etc.

With regard to this study, the classification of language function based on the language may result in different classification according to some experts:

M.A.K Halliday differentiates language function into three types of level in the linguistics system. The three types are called macro function. The first, macro function is called ideational function: in this case, language as a system can be used for all specific purposes and types of context which involve the communication of experience. This function comprises the experiential and the logical function. The experiential function is

To communicate ideas. The second, macro function is the interpersonal function: it embodies all use of language to express social and personal relation, including

all forms of the speaker's instruction into speech. This function is divided into three functions, to establish and maintain social relations. It is found in greeting and various forms of phatic communication. For example: how do you know? Hi, etc. Second, instrumental function, to influence people's behavior and get things done. It suggested itself in variety of ways. Like: could you pick me up, please? And the third, personal function to express speaker's feeling, attitudes and opinions. Example: Eko has probably come by now, unfortunately he never. And the third, macro function is the textual function: to create text in which it gives coherence and cohesion to passage. For example: we can see from the children's story.

Yule states that there are two major language functions namely: the first major of language functions is called interactional function. It has to do with how humans use language to interact with each other socially or emotionally: how they indicate friendliness, cooperation, or hostility, or annoyance, pain or pleasure. And the second major of language function is transactional function. This is a category humans use their linguistic abilities to communicate knowledge, skill, and information. (Yule, 1985).

Having considered several definitions of language, we can conclude that language reveals different ways of regarding it. Whereas linguistics is defined as: Lyons, (1984: 1) says that linguistics is the scientific study of language. Therefore, linguistics is the study of human speech including the unit, nature, structure and modification of language. (Anita, 1972: 13). Next, linguistics is to describe language and to explain the unconscious knowledge all speakers have of

their language. (Falk, 1978). Aithcison (1985:20) states that linguistics can be defined as the systematic study of language; it is discipline which describes language in all its aspects and formulated theories as to how it works.

Sapir, in his book, (1921:8) says that branches of linguistic can be drawn generally as descriptive linguistics. It corresponds to the distinction between studying language in general and describing particular aspects are to be analyzed. Descriptive linguistic, in its turn, provides the data which confirm or refute the prepositions and theories put forward in general linguistics.

The above definition helps us to understand the language in all aspects and how it works.

2.2 Semantics

Semantics is one of the branches of linguistics. Semantics is the study of meaning in a language. Because of this, semantics can not be separated from words and meaning. Semantics is the study of meaning such as lexical meaning, grammatical meaning, expressive meaning, descriptive meaning, and social meaning.

Semantics is term used to describe many different studies, not all of them are scientific. In its broad sense semantic means “the study of meaning”. One would think that would put it well within the field of linguistics, since meaning is certainly an important part of language.

If we think of meaning as “the ideas, concept, images, and feelings which are associated in the mind with words, meaning in this sense is outside both the subject matter of linguistics’ which we in turn have defined as “ an arbitrary system of articulated sound”.

Adrian Akmajian, Ricard A. Demers, and Robert M. Harnish (1985: 228) in Wahyudi (1996, 15) states that semantics is generally considered to be study of meanings (and related nation) in languages, while in logic semantic is generally considered to be study of reference (and related nations) in languages.

Hurford, James. R, and Heasley, Brenden (1984: 1) stated that semantics is the study of meaning in language. Therefore, semantics can not be separated from the so-called “word”.

According to hornby (1983:1991),”word” is sound or combination of sound forming a unit of the grammar or vocabulary of a language. While the word “meaning”, according to Hornby (1984:526) is “what is meant or intended”.

Lyons, (1984: 136-177), defines semantics as the branch of linguistics which studies meaning. “Meaning” is very broad, depending on the context where the meaning in this way. According to what has long been the most widely accepted theory of semantics, meanings are ideas or concepts, which can be transferred from the mind of the speaker to the mind of the listener by embodying then, as it where, in the form of one language or another”. Lyons (1984: 136-137).

Further, he mentions that there are many types of meaning as grammatical meaning, lexical meaning; and figurative meaning.

2.3 Meaning

Under this heading, two sub-headings are elaborated. They are the definition of meaning and types of meaning.

2.3.1 Definition of Meaning

What is meaning? This question certainly appears soon after we read the term “meaning”. An expert, named Ullmann, says that there are two definitions and operations (1967: 55). The first definition is concerned with the essence of meaning by speaking it. Resolving it into its main components, and the second one deals more with how the meaning actually works rather than what the meaning is, more complete explanations of them both are presented as follows.

2.3.2 The Types of Meaning

Some people say that semantics covers study of meaning in a wide sense of all that is communicated by language. Meaning is an attribute not only of language but of all sign and symbol systems. The word “meaning” is what is conveyed or signified. (Hornby, 1983: 52). According to Leech (1968: 10), There are seven types of meaning which are classified on the basis of ingredients namely: conceptual meaning, connotative meaning, stylistic meaning, affective meaning, reflective meaning, collective meaning and thematic meaning. The explanation of each is available in the following sub-heading.

2.3.2.1 Conceptual Meaning

Conceptual meaning is sometimes also called denotative meaning or cognitive meaning (Leech, 1968 : 10). Hereby, based on the Kerafs motion about denotative meaning (1990 :28), conceptual meaning is a meaning that donates to a reference and concept. These types of meaning has a complex and sophisticated organization since it may be cross related to organization on the syntactic and phonological levels of language. (Leech, 1968 : 1). Because of this, this type of meaning further has two principles, namely: The principle of contractiveness principles of constituent structure. By the contrastive ness principle of constituent structure. By the contrastive ness principle the conceptual meaning of the word “man”, for instance, could be specified as “+Human”,”-Male”, +Adult” as distinct from, for example boy, that can be defined as “+Human”,;+Male’, “-Adult”. The label (+) indicates the features a word has, while (-), the features the word is does not process.

Meanwhile, the second principle, constituent structure, is the principle by which larger linguistic units are building up out of smaller unit. (Leech, 1968: 11). By the principle, phrases as sentence can be analyzed into it constituent parts, moving from its immediate constituents through a hierarchy of sub-division to its ultimate constituents or smallest syntactic elements.

2.3.2.2 Connotative Meaning

Leech (1968: 14) defines connotative meaning as the communicative value an expression has by virtue of what it refers to, over and above its purely

conceptual content. From the definition, it can be inferred that connotative meaning is the communicative value of word or expression which tends to have nothing to do with its conceptual content.

Connotative tends to vary from age to age and from society. Moreover, connotation will vary from individual within the same speech community. The example is, to an English speaking misogynist, “woman” will have many uncomplimentary associations that are not present in the minds of speakers of more feminist groups. (Leech, 1968 : 14). From the above explanation, it can be concluded that connotative meaning is apt to considerably vary based on culture, historical period and the experience period of individual.

The following examples provide clearer illustration about connotative meaning as well as show the difference between connotative and conceptual meaning. The word “girl” is conceptually featured by +female, +human, +and +young and so is the word “wrench”. However, unlike the word girl which is neutral in its value, “wrench” is associated with a bad value.

2.3.2.3 Stylistic and Affective Meaning

Stylistic meaning has something to do with the situation in which an utterance takes place. More especially, Leech (1968: 16) defines stylistic meaning as the meaning of words that convey or indicate the social circumstances of its use. English for instance, varies in its styles when it is looked on such parts of view as individuality, dialect, and time. Another example of stylistic meaning is the two following sentences: (1) They chucked a stone at the cops, and then did a

bunk with the loot: (2) after casting a stone at the police, they absconded with the money. The first sentence, based on the words choice, could be said by two criminals as, talking about the crime, and then by the chief inspector in making his report.

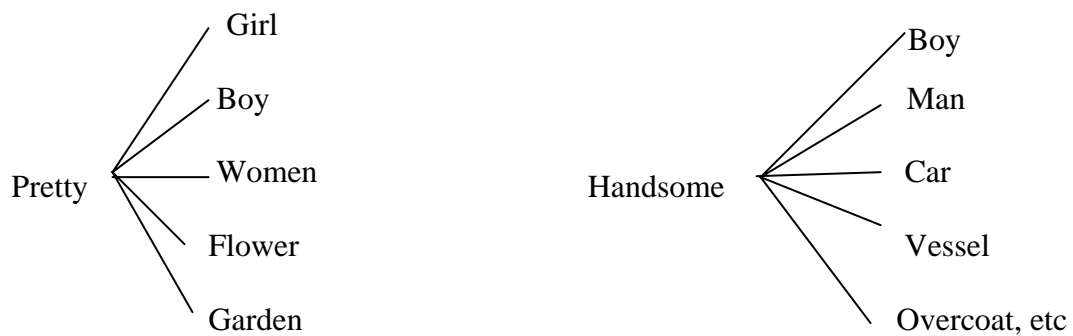
Meanwhile affective meaning is that reflecting the personal feeling of the speaker including his attitude to his listener, or his attitude to something he is talking about. For example, "shut up" is uttered when someone is really annoyed at the situation. Whereas "be quiet please" indicates less anger or annoyance of the speaker about the crowded situation. Such factors as intonation and voice-timbre are important here for the factors also determine the degree of the speaker's feeling. The polite impression of "be quite please", for instance, can be reversed by a tone of being sarcasm. Based on the definition of affective meaning, thus, the three categories of meaning—conceptual, connotative, and stylistic meaning—might reflect affective meaning, since without association in it, conceptual meaning has a propensity to suggest the speaker's neutral feeling, while because of the association and social circumstances they convey, connotative and stylistic meaning might suggest the speaker's emotion.

2.3.2.4 Reflected and Collective Meaning

Reflective and collocative meaning, though less important types of meaning involve an interconnection on the lexical level of language. They are reflected and collective meaning.

Reflective meaning is the meaning which arises in cases of multiple conceptual meaning when one sense of a word forms part of our response to another sense. On hearing, in church service, the synonymous expression “the comforter and the holly ghost”, both referring to the third person of the trinity, however, because of being conditioned by the everyday man religious meaning of contrast and, the reaction toward both of the synonymous expression are different. The comforter sounds warm and comforting, while the holly ghost sounds awesome. (Leech, 1968: 19). Thus, one sense of a word may influence its authors sense when it ha a dominant suggestive power both thorough relative frequency and familiarity or through the strength of its association. Another example are intercourse and ejaculation tent to be regarded as taboo word because of their popularization is senses connected with the physiology of sex. In fact, these two words also have the central meaning.

In the meantime, collective meaning is defined as the association of words acquires on account of the meaning of words which tend to occur in its environment. The words are “pretty” and “handsome”, for example are associated differently, because of the nouns with which they co-occur or collocate. The basically they share common graound in the meaning “good looking”, they suggest different kind of attractiveness because of this collocation; handsome with boy: while “pretty” with girl. Further different association or words, “pretty and handsome” can be recognized through the following list.



2.3.2.5 Thematic Meaning

The final category of meaning, is thematic meaning, or what is communicated by the way in which a speaker or writer organizes the message, in term of ordering, focus, and emphases. (Leech, 1968: 22). Its means that thematic meaning is the meaning which is determined by the ways of how message are organized. It is often felt, for example, that an active sentence such as (1) has a different meaning from its passive equivalent (2) although in conceptual content they seem to be same:

1. Mrs. Bessie Smith donated the first prize.
2. The first prize was donated by Mrs. Bessie Smith.

Certainly these have different communicative values in that they suggest different context: the active sentence answers an implicit question ‘what did Mrs. Bessie Smith donate?’ while the passive sentence answers an implicit question ‘who was the first prize donated by?’ or who donated the first prize? That is, (1) in

contrast to (2) suggest that we know who Mrs. Bessie Smith is. The same truth conditions, however, apply to each: it would be impossible to find the Allah situation of which (1) was an accurate report while (2) was not, or vice versa.

In addition to the sevens types of meaning, there are two other classification of meaning, and contextual meaning. They are in detailed as follows:

2.3.2.6 Lexical Meaning

There are homonymy, polysemy, and synonymy. Every language contains Allah vocabulary, or lexicon, which is complementary to the grammar in that the vocabulary not only list the lexeme of the language but associates with each lexeme all the information is of two kinds (a) syntactic: and (b) morphology, for example, the English lexeme 'go' is associated with in its lexical entry: (a) the information that it belongs to one or more subclasses or intransitive verbs: and (b) all the information that is needed, including the stem or stems, for the selection or construction of its forms (go, goes, going, went, gone). Not all lexemes are word-lexemes. Many of them will be phrasal lexemes. For example, among the phrasal lexemes of English, which we should expect to find listed in any dictionary of the language are: 'put up with', 'pig in a poke', 'red herring', 'draw a bow at a venture', etc.

The term 'Lexical meaning', this is used as the heading for this section, is to be interpreted as 'the meaning lexemes'? It may also be mentioned here that, although there are likely to be at least as many phrasal expressions whose status as lexemic or non lexemic is debatable. Homonyms are said to be different words

with the same form. Since lexemes may have more, but not all, of their forms, the traditional definition of homonym obviously needs refinement to allow for various kinds of partial homonym.

Polysemy is a property of single lexeme: and this is what differentiates it, in principle, from homonym. For example, 'bank' meaning, respectively, "side of the river" and "financial institution".

Meaning as we saw in the preceding section can be descriptive, expressive and social; and many lexemes combine two of these of three. If synonymy is defined as identity of meaning, then lexemes can be said to be completely synonymous (in a certain range of contexts) and if they have the same descriptive, expressive and social meaning. They may be described as absolutely synonymous in all their meanings and in all their context of occurrence.

Therefore, the definition of lexical meaning is the kind of meaning that is described in a lexicon or dictionary. Samsuri (1978:14) stated that lexical meaning is a meaning of a word will change if the word is put in a sentence. We can define the names of mineral, for example, in term of chemistry and mineralogy, as when we say that the ordinary meaning of the English word "salt" is sodium chloride or "animal" is technical terms of zoology and etc.

2.3.2.7 Contextual Meaning

Before we are talking about contextual meaning, the writer explains the definition of context. There are different kinds of context. There are different kinds of context to be considered. One kind of it is best described as linguist

context, or co-text. The context of a word is the set of other words used in the same phrase or sentence. This surrounding co-text has the strong effect on what we think the word means. We have already noted that the word “bank” is homonym, a form with more than one meaning. How we usually know which meaning is intended in a particular sentence. George Yule (1985 : 98).

We usually do soon the basic of linguistic context. If the word “bank” is used in a sentence together with words like steep or over grown, we have no problem deciding which type of “bank is meant. We know from the linguistic context which type of the basic of another type of context, best described as physical context. If you see the word “bank” on the wall of a building in a city, the ‘physical’ location will influence your interpretation to our understanding of much of what we read and hear is tied to the time and place in which we encounter linguistic expression. George Yule (1985: 98).

Here the contextual meaning is the meaning of word which is determined by its contexts or order words with which they co-occur.

2.4 Sociolinguistics

According to Trudgill (1974: 32) states that sociolinguistics is the part of linguistics which is concerned with language as a social and cultural phenomenon.

When a person speaks to others, the selection of a certain form is governed by relationship between the speaker and the person spoken to. Allah precise selection, in the case, does not cover the linguistics form, but the right English

special expressions as well because this will reflect one's educational and district or region backgrounds, etc.

According to bright (1971: 212-214) states that;

'Sociolinguistics is a fairly new branch of linguistics which tries to look at language from a social point of view. Sociolinguistics is derived from two branches of knowledge namely: sociology which is study of man and his environment in relation to each other, and linguistics which can simply be defined of the science of language. Social scientist and researchers need the help of sociolinguistics to identify language and speech variation''.

On the other, linguistics and researchers need the help of sociolinguistics to conceptualize social factors which influence linguistics phenomena. Thus, sociolinguistics may be defined as the relationship between language as a means of communication and society as its users.

Trudgil (1974), as quoted by nababan P.W.J. (1986):2) gives the definition on Sociolinguistics as follows:

''Sociolinguistics refers a study dealing with the relationship between language and society. From a social point of view, there are two aspects which can reflect the fact that there is a close relationship between language and society; first, the function of language in establishes social relationship and the second, the role played by language in conveying information about the speaker''.

Lehmann (1976: 8) says that in many societies there are considerable differences among speech patterns of various social classes. Furthermore, in some

societies many speakers are multilingual and also languages differ from area to area.

When groups of speaker are isolated from other group of speakers of a language, they tend to develop variants of that language. In time so many much variants may be in that the separated form of the original of language are related to differences in social groups.

Fisman (1975: 4) says sociolinguistics is the study of characteristics of language varieties, the characteristics of their functions, and characteristics of their speakers as these constantly interact, change and change one another within a speech community.

C. Criper and H.G. Widdowson (1975: 156) says that sociolinguistics is the study of language in operation, its purpose is to investigated how the conventions of language use relate to other aspects of social behavior.

Pateda (1987:5) says that sociolinguistics is divided into two parts or two groups, they are, micro sociolinguistics and macro linguistics.

The first part deal with small groups such as the form of English special expression; while the second ones have the relationship with language behavior's and its social structure. Thus this study belongs to the first part.

Basically, every aspect of language that is scientifically studies is interesting and sociolinguistics aspect of the language style in English special expression is more interesting to be discussed, therefore, aspect of English special expression will take Allah big portion of this discussion.

Trudgill (1974:27-29) says that there is a relationship between the effect of the society on language and the way in which environment is reflected in language.

The proofs are, firstly, there are many examples of the physical environment in which society lives being reflected in language, normally in the structure of lexicon, the way in which distinctions are made by means of single words. Secondly, the social environment can also be reflected in language, and can have an effect on the structure of the vocabulary. Thirdly, in addition to environment and social structure, the values of the society can also have an effect on its language, for example, the so-called 'taboo'. However, language varies not only according to the social characteristics of the speaker, but also according to the social context (Peter Trudgill, 1974: 103). The same speaker uses different situations and for different purposes.

2.4.1 Politeness

According to Ronald Wardaugh (1986, P: 267): states that it is nearly impossible to say anything without indicating the social relationship between the speaker and the listener in terms of status and familiarity.

English special expressions used in hotel's receptionist and housekeeping departments turn out to be able to activity of someone, which is usually expressed in politeness. Besides, facts can also be stated linguistically by means of English special expressions, than in other cases, English special expressions are used to refer to condition of something, which is however not frequently found

throughout the hotel's receptionist and housekeeping departments. Last, politeness is needed in that correlation.

2.5 Receptionist Organization

In large hotels, the receptionist is an organization along function lines with different employees handling separated operation area lines. This division provides in the more specialized attention. This separation of duties may not be practical in a small hotel, where it is common for one or two individuals to be responsible for all front desk operations.

Receptionist in a small hotel performs the same function, but fewer employees, and job duties are structured, front desk and information desk. The front desk agent may also assume the role of the switch board operator or the reservations agent in their absence. During busy periods, three desk agents may be on duty at the same time. Although each person is generally assigned the same duties, the desk agents may informally decide among themselves that, for example one person register guests and handles the switch board, another check guest out and posts charges, and a third handles reservations and information requests.

2.6 Previous Studies

In the section, the writer would like to express that there are still many field which have never been discussed by UIN Malang students either in linguistics research or literature one.

The writer think that especially in linguistics there are many aspects of the field which have been discussed. This thesis is different from Wahyudi (STIBA

student), the title is A study on English Special Expression Used in Hotel Front Office and Housekeeping Departments. In addition Wahyudi finds the contextual of English special expression used in the front office and housekeeping department, and he describes the usage of those phrases in the dialogue, especially in daily communication. In his studies, it clears about the similarities and differences expressions between two departments. Even though, in addition the researcher tries to know the different contextual and lexical and also how are the receptionists and housekeeping staff their own English special expression in dialogue, because of a different category of the hotel. It means that a different English special expression in daily activities between receptionists and housekeeping staff in serving the guests. This research is different object, different department, because no laundry in this hotel. Thus, this investigation found that in Tugu hotel there is another program (morning call) and the facilities so simple. Beside that, this research analysis a sentence in the English expressions used in hotel's receptionists and housekeeping staff, especially the conversation happened in Tugu hotel of Malang.

By studying this topic and know way differences, he hopes who are involved in making English special expression used in hotel's receptionists and housekeeping staff would give more attention to the content of English special expression, especially its sentence structure. And the writer hopes that this thesis will be useful for the readers especially the UIN Malang students to improve their knowledge especially about the English special expression that used in this area.

And it can improve the quality of English special expressions by using it as a guidance.

CHAPTER III

RESEARCH METHOD

In order to more systematic in conducting this research, the writer must work in a certain method to get an accurate result of this discussion. Based on the title of this research of the thesis the writer has designed the method.

3.1 Research Design

In this research, the writer uses "descriptive qualitative" design based on Issac and Michael (1981:42) statement that descriptive method is intended to describe systematically a situation or area out interest factually and accurately. Carter (in Tanbunan2001:23) further adds that descriptive studies may include present fact of current situation concerning the nature of a group of person, a group of subject, a class, etc and my involve the procedure of introduction, analysis, classification and enumeration or measurement.

3.2 Subject of the Study

The subject of this research were the informants who in hotel and who have high capability and are representative in answering the question given by the writer. The informants are consist of three receptionist and five informants for housekeeping staff who work at tugu hotel.

3.3 Sources of Data

The sources of data in this research were the English special expressions used by receptionists and housekeeping staff.

The needed data were gathered from receptionist and housekeeping staff expressions, which merely consisted of the daily communication and special expression for serving the guest.

3.4 Instruments

To collect the data of this thesis, the writer used some instruments those are, observation and interview.

1. Observation

The observation is used to get the valid data from the subject. Here, the writer visited to area where the receptionists and housekeeping staff especially around tugu hotel where they usually do their activities and often asked to them. The function of this observation is: to know the real expressions that are used in daily activities in they work. He writes what he hears, saw and thought in the course of collecting and reflecting on the data in qualitative study. Field note is used to write the conversation between receptionists and housekeeping staff in tugu Hotel to guests and saw in the field, when he conducted a research.

2. Interview

The interview is done by the writer to support the data; he got from the field with the speaker. In interview the writer asked some questions to the receptionists and housekeeping staff about their expressions, services when they get some guest.

Field note, he writes the researcher heard, saw and thought in the course of collecting and reflecting on the data in qualitative study. Field note was used to write the conversation between receptionists and housekeeping staff in Tugu Hotel of Malang with the guests and saw in the field, when he conducted a research.

3.5 Data Collecting

In gathering the data, the writer conducted observation about what utterances used by receptionists and housekeeping staff with guest. Conducting interview with receptionist and housekeeping staff. Displaying and choosing the data that was obtained systematically and correlated to the research question.

3.6 Analysis Data

In this thesis, the data were analyzed in the following steps:

3.6.1 Identifying and classifying the data which deal with the purpose of the study.

3.6.2 Analyzing data based on the classification words and sentences to get the meaning.

3.6.3 Drawing conclusion based on the analyzed data.

At last, the writer checked over whether the information is in accordance with the problem or not.

CHAPTER V

CONCLUSION AND SUGGESTION

This chapter presents conclusion and suggestion which are mainly based on the discussion previously mentioned in chapter IV

5.1 Conclusion

The writer would like to conclude his writing based on the research question and finding the conclusions as follow:

1. English special expressions used by receptionists and housekeeping staff.

They are: in expressing Check-in, in expressing departure guest, morning call, and giving tourist information all of expressions to be able to refer the activities of someone, which usually express in politeness.

2. English special expressions used by receptionist and housekeeping staff show the lexical and contextual meanings and the function in phrase. Such as: in expressing (check-in) receptionist explains the standard of room, for example: VIP triple, standard triple, standard double, standard twin, economy B and economy C. In expressing escorting guest to their room, bellboy uses the phrase "light switch here". In departing guest, a receptionist uses the phrase "check-out" to serve the guest. In expressing morning call, bell boy knock the door and says "wake up, please ! to the guest. The last expression is giving tourist information. In this occasion, receptionists use "sort of", in phrase of "sort of" include by guide and car.

5.2 Suggestion

In the reference to the above mentioned conclusion and previous chapters, the writer suggests that a study on the language of English special expression is very important used in hotel's receptionist and housekeeping staff, especially for anybody who want to get job in a hotel and also should be encouraged at UIN Malang. This is because the language of special expressions in hotel's receptionist and housekeeping staff can broaden the perspectives of language learners to reach the language society vision.

It doesn't mean that the thesis is free from many weaknesses, therefore, to the end, the writer hopes that the readers are willing to give their suggestion, so that in the future they will be a better descriptions of English special expressions and uses more sophisticated instruments and data analysis in order to become reference for further researcher.

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**DEPARTEMEN AGAMA
UNIVERSITAS ISLAM NEGERI MALANG
JURUSAN BAHASA DAN SASTRA**

Jl. Gajayana No. 50 Dinoyo Malang Telp (0341) 551354

Nomor : E. III/PP.00.9/204/2005
Lampiran : 1 (satu) Berkas
Hal : **Bimbingan Skripsi Mahasiswa**

Malang, 28 eptember 2005

Kepada Yang Terhormat
Ibu Istiadah
Dosen Pembimbing Skripsi Mahasiswa
di- Malang

Assalamu'alaikum Wr. Wb.

Mengharap kesediaan Ibu untuk memberikan bimbingan skripsi, pada mahasiswa
:

Nama : Ahsin yusuf herlambang

NIM : 98320127

Jurusan : Bahasa

Prodi : Bahasa Inggris

Judul Skripsi : **A STUDY ON ENGLISH SPECIAL
EXPRESSION USED BY RECEPTIONIST AND HOUSEKEEPING
DEPARTMENT IN TUGU HOTEL**

Jangka Penyusunan : 3 Bulan

Mulai Tanggal : 08 Agustus 2005

Sampai Dengan Tanggal : 01 November 2005

Adapun kesempatan outline dan pembuatan proposal ini diserahkan kepada Ibu Pembimbing melalui proses bimbingan dan seminar.

Atas kesedian dan kerjasamanya diucapkan terima kasih.

Wassalamu'alaikum Wr. Wb.

Ketua Jurusan

Drs. H. Chamzawi
NIP. 150 218 296

Keterangan :

1. Surat pengantar ini dibuat rangkap 3, dengan rincian sebagai berikut
 - 1 (satu) berkas untuk pembimbing
 - 1 (satu) berkas untuk arsip jurusan
 - 1 (satu) berkas untuk mahasiswa
2. Lampiran Outline dan Proposal skripsi yang akan disusun

THE DATA OF INFORMANT

Name :

Date of birth :

Place of birth :

Sex :

Martial status :

Address :

Religion :

Nationality :

Occupation :

Educational :

Experiences :

Thesis

**A STUDY ON ENGLISH SPECIAL EXPRESSION USED BY
RECEPTIONISTS AND HOUSEKEEPING STAFF
IN TUGU HOTEL OF MALANG**

BY:

AHSIN YUSUF H.
(98320127)

ADVISOR:

ISTIADAH.



**STATE ISLAMIC UNIVERSITY OF
MALANG
SEPTEMBER 2005**