

**AN IDENTIFICATION OF TECHNICAL TERMS USED BY
RECEPTIONISTS AT HOTEL INDIGO BALI SEMINYAK BEACH**

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ABSTRACT

This study aimed at identifying the technical terms used by receptionists at Hotel Indigo Bali Seminyak Beach. The design of this study was a descriptive qualitative research. The subjects of the study were three receptionists at Hotel Indigo Bali Seminyak Beach. The data were obtained by using check list. The findings showed that there were 40 technical terms used in reception section at Hotel Indigo Bali Seminyak Beach. The terms include; room availability, blocking room, out of order room, vacant dirty, vacant clean, guest history record, room rate, group rate, walk in guest, expected arrival list, expected departure list, no show, check-in, check-out, late check-out, extended, room status report, expected arrival with special request, pre-payment, travel agent, miscellaneous, net price, guest registration card, release cardver, dummy, paid out, cico, up selling room, remark, the handy talk, courtesy call, dead move, city ledger, direct billing, add-on, offline, pro-forma folio, virtual credit card, nonrefundable, and departure call.

Keywords: *technical terms, receptionists*

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Penelitian ini bertujuan untuk mengidentifikasi istilah-istilah teknis yang digunakan oleh resepsionis di Hotel Indigo Bali Seminyak Beach. Desain penelitian ini adalah penelitian kualitatif deskriptif. Subyek penelitian adalah tiga orang resepsionis di Hotel Indigo Bali Seminyak Beach. Data diperoleh dengan menggunakan check list. Hasil penelitian menunjukkan bahwa terdapat 40 istilah teknis yang digunakan pada bagian resepsionis di Hotel Indigo Bali Seminyak Beach. Istilah tersebut meliputi; room availability, blocking room, out of order room, vacant dirty, vacant clean, guest history record, room rate, group rate, walk in guest, expected arrival list, expected departure list, no show, check-in, check-out, late check-out, extended, room status report, expected arrival with special request, pre-payment, travel agent, miscellaneous, net price, guest registration card, release cardver, dummy, paid out, cico, up selling room, remark, the handy talk, courtesy call, dead move, city ledger, direct billing, add-on, offline, pro-forma folio, virtual credit card, nonrefundable, and departure call.

Kata Kunci: *istilah-istilah teknis, resepsionis*