

APPENDIX 1



Appendix 1 Permission Letters



KEMENTERIAN RISET, TEKNOLOGI, DAN PENDIDIKAN TINGGI
UNIVERSITAS PENDIDIKAN GANESHA

FAKULTAS BAHASA DAN SENI
 Jalan A.Yani No. 67 Singaraja Bali Kode Pos 81116
 Telepon (0362) 21541 Fax. (0362) 27561
 Laman: fbs.undiksha.ac.id

Nomor : 3496/UN48.7.1/DT/2019

9 Oktober 2019

Perihal : **Permohonan Izin Penelitian**


Yth. Front Office Manager The Lovina Bali Resort
 di Lovina, Singaraja

Dalam rangka pengumpulan data untuk menyelesaikan Skripsi/Tugas Akhir, dengan hormat kami mohon agar Bapak/Ibu mengizinkan mahasiswa di bawah ini:

Nama	: Ni Made Ayu Riska Ananda Putri
NIM	: 1612021201
Program Studi	: Pendidikan Bahasa Inggris
Jenjang	: S1
Tahun Akademik	: 2019/2020
Judul	: An Analysis of Jargons Used by Receptionists in Front Office at The Lovina Bali Resort.

untuk mencari data yang diperlukan pada institusi yang Bapak/Ibu pimpin. Atas perhatian dan bantuan Bapak/Ibu, kami ucapkan terima kasih.

a.n. Dekan,
 Kepala Bagian Tata Usaha,


 Nyoman Doddy Widhiastana, S.T., M.M.
 NIP. 197305292001121001

Tembusan:

1. Dekan FBS Undiksha Singaraja
2. Kaprodi. Pendidikan Bahasa Inggris
3. Sub Bagian Pendidikan FBS



SURAT KETERANGAN

No. 003/TL/HRD/I/2020

Yang bertanda tangan dibawah ini,

Nama : Nyoman Redita

Jabatan : Human Resources Manager

Menerangkan bahwa,

Nama : Ni Made Ayu Riska Ananda Putri

Nim : 1612021201


Program Studi : S1 Pendidikan Bahasa Inggris

Memang benar mahasiswa tersebut di atas telah melakukan pengambilan data/penelitian di Hotel The Lovina Bali guna memperoleh data yang diperlukan dalam penyusunan Skripsi yang berjudul **"An Analysis Of Jargon Used By Front Office Department At The Lovina Bali"**

Demikian surat keterangan ini dibuat dengan sebenarnya agar dapat dipergunakan sebagaimana mestinya. Atas Perhatian dan Kerjasamanya kami ucapkan terimakasih.

The Lovina, 7 Januari 2020

Hormat Saya,


Nyoman Redita
Human Resources Manager

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APPENDIX 2



1.	Komang Ariawan 1 (KI)	39	M	FO Manager	7	S1	M	Healty	(INA-ENG)	No
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	Kadek Rahmawati 2 (CI)	28	F	GSA	4	D3 Perhotela n	M	Healty	(INA-ENG)	No
1.	Kadek Agus Fina Dwiwana 3 (CI)	35	M	GRO	8	D2 Perhotela n	M	Healty	(INA-ENG)	No

*GRO: Guest Relation Officer

*GSA: Guest Service Assistant

*CI: Complementary Informant

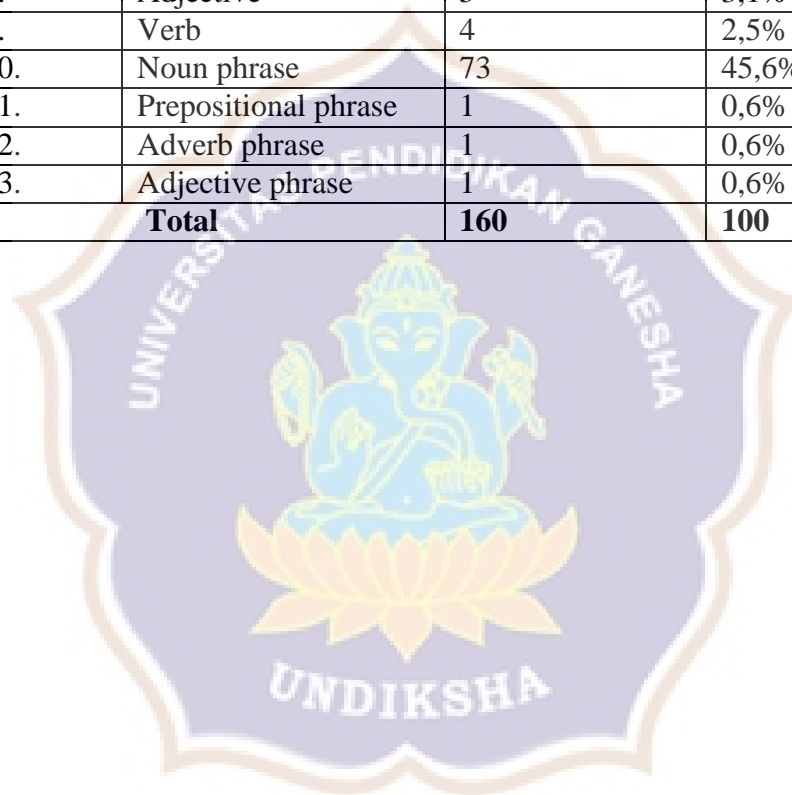
*INA: Indonesia

*ENG: English



Appendix 3 The Result of Data Analysis

No	Word Formation	Amount	Percentage
1.	Abbreviation	23	14,4%
2.	Acronym	6	3,8%
3.	Affixation	3	1,9%
4.	Compounding	9	5,6%
5.	Clipping	6	3,8%
6.	Borrowing	2	1,2%
7.	Noun	26	16,2%
8.	Adjective	5	3,1%
9.	Verb	4	2,5%
10.	Noun phrase	73	45,6%
11.	Prepositional phrase	1	0,6%
12.	Adverb phrase	1	0,6%
13.	Adjective phrase	1	0,6%
	Total	160	100





APPENDIX 4

Appendix 4 List of Jargons

No.	Jargon
1.	(Acc) Accounting
2.	Activities
3.	(ADR) Average Daily Rate
4.	Allowance
5.	(Arr) Arranged
6.	(ARR) Average Room Rate
7.	Arrival Guest List
8.	(Argt) Arrangement
9.	(AsFom) Assistant Front Office Manager
10.	Back of the house
11.	Balance
12.	Bellboy
13.	Bill
14.	Book
15.	Booking Source
16.	Block
17.	(Cat) Category
18.	Cashier
19.	Cash Receipt
20.	Collect Luggage
21.	Comment
22.	Complaint
23.	Complementary order form
24.	Compliment
25.	Cancellation Date
26.	Concierge
27.	Confirmed booking
28.	Confirmation number

29.	Contract Rate
30.	Credit limit
31.	Cut-off Date
32.	Currency
33.	Deposit
34.	Direct Booking
35.	Due outs
36.	Driver
37.	Early Booking Discount
38.	Extend
39.	Expected Arrivals List
40.	Expected Departure List
41.	Family Life Cycle
42.	Family Rate
43.	(Fax) Fax simile
44.	(FIT) Free Independent Traveler
45.	Flight
46.	(FO) Front Office department
47.	Form
48.	Front of the house
49.	Front Desk
50.	(FOM) Front Office Manager
51.	Full-Service Agency
52.	Full-Service Hotel
53.	Guaranteed Reservation
54.	Guest Comment Card
55.	Guest Cycle
56.	Guest Folio
57.	Guest History
58.	Guest History Card
59.	Guest History File

60.	Guest Information Services
61.	Guest Inquiry
62.	Guest room Control Book
63.	(GIT) Group Inclusive Tour
64.	Guest room Key
65.	Guest room Maintenance
66.	Guest service attendant
67.	Group Pick-UP
68.	(GRA) Guest Reservation Attendant
69.	(GRO) Guest Relation Officer
70.	Guest Relation
71.	Group Reservations
72.	Heliconia
73.	(HMP) Honeymoon Package
74.	House uses
75.	(HT) Handy Talk
76.	In charge
77.	Infant
78.	In House Guest List
79.	Input
80.	Journal of Transaction
81.	Kids club
82.	Late Charge
83.	Limit Date
84.	Lobby
85.	Log Book
86.	Long Stay
87.	Lovina
88.	(MOD) Manager on Duty
89.	Master Bill
90.	Mid-Range Service

91.	Nett
92.	No of Paying Guest
93.	No Post
94.	(NSR) Non Smoking Room
95.	No-Show
96.	(OC) Occupied Clean
97.	(OD) Occupied Dirty
98.	(OOO) Out Of Order
99.	(OTW) On The Way
100.	Overbooking
101.	Overflow rate
102.	Paying Room
103.	Payment
104.	Person In House
105.	(PU) Pick-Up
106.	(POS) Point of Sale
107.	Post Deposit
108.	Proprietary Booking Engine
109.	Purpose
110.	Rack Rate
111.	Rate Code
112.	Receptionist
113.	Registration Card
114.	(Reg) Registration
115.	Reservation Agent
116.	Reservations Department
117.	Remark
118.	Repost
119.	Reservation service attendant
120.	Res sharer
121.	(Req) Request

122.	Revenue
123.	Rooms Allotment Report
124.	Room Available
125.	Rooms Checklist
126.	Room date card
127.	(RD) Room Division
128.	Room History Report
129.	Rooming list
130.	Room Occupied
131.	Room occupancy sensor
132.	Room plan list
133.	Room Rate
134.	Room service bill
135.	Room Status Discrepancy
136.	Rooms Status Report
137.	Segment
138.	Service
139.	Service Charge
140.	Shuttle
141.	Skipper
142.	Summary cashier report
143.	Stay Over
144.	Special Rate
145.	Tentative
146.	(TBA) To Be Advised
147.	(TRF) Transfer
148.	(TA) Travel Agent
149.	Transportation schedule
150.	Upgrade
151.	(VC) Vacant Clean
152.	(VD) Vacant Dirty

153.	(VHP) Visual Hotel Program
154.	VIP
155.	Valet Attendant
156.	Voice Mail
157.	Void
158.	Voucher
159.	Walk-in
160.	Waiting list Booking
Total: 160	





APPENDIX 5

Appendix 5 Divisions

No.	DIVISIONS			
	Receptionist	Reservations	Bellboy	Guest Relation Officer
1.	Activities	Accounting (Acc)	Activities	Activities
2.	Accounting (Acc)	Activities	Assistant Front Office Manager (AsFom)	Assistant Front Office Manager (AsFom)
3.	Average Daily Rate (ADR)	Average Daily Rate (ADR)	Bellboy	Back of the house
4.	Allowance	Allowance	Collect Luggage	Collect Luggage
5.	Arrange (Arr)	Arrange (Arr)	Comment	Comment
6.	Average Room Rate (ARR)	Average Room Rate (ARR)	Complaint	Complaint
7.	Arrival Guest List	Arrival Guest List	Concierge	Front Office department (FO)
8.	Arrangement (Argt)	Arrangement (Argt)	Driver	Front Office Manager (FOM)
9.	Assistant Front Office Manager (AsFom)	Assistant Front Office Manager (AsFom)	Front Office department (FO)	Guest Relation Officer (GRO)
10.	Back of the house	Back of the house	Front Office Manager (FOM)	Guest Relation
11.	Balance	Balance	Handy Talk (HT)	Handy Talk (HT)
12.	Bill	Bill	Lobby	Lobby
13.	Block	Booking Source	Lovina	Lovina
14.	Category (Cat)	Block	Mid-Range Service	Mid-Range Service
15.	Cashier	Category (Cat)	Non Smoking Room (NSR)	Very Important Person (VIP)
16.	Collect Luggage	Cashier	On The Way (OTW)	
17.	Comment	Collect Luggage	Pick-Up (PU)	
18.	Complaint	Comment	Shuttle	
19.	Complementary order form	Complaint	Skipper	
20.	Compliment	Complementary order form	Transportation schedule	
21.	Contract Rate	Compliment	Valet Attendant	
22.	Credit limit	Cancellation Date		
23.	Cut-off Date	Confirmed booking		
24.	Deposit	Confirmation number		
25.	Due outs	Contract Rate		
26.	Extend	Credit limit		
27.	Expected Arrivals List	Currency		
28.	Expected Departure List	Deposit		

29.	Free Independent Traveler (FIT)	Direct Booking		
30.	Flight	Early Booking Discount		
31.	Front Office department (FO)	Extend		
32.	Front Desk	Expected Arrivals List		
33.	Front Office Manager (FOM)	Expected Departure List		
34.	Full-Service Agency	Family Life Cycle		
35.	Full-Service Hotel	Family Rate		
36.	Guest Comment Card	Facsimile (Fax)		
37.	Guest Cycle	Free Independent Traveler (FIT)		
38.	Guest Folio	Flight		
39.	Guest History	Front Office department (FO)		
40.	Guest History Card	Front Desk		
41.	Guest History File	Front Office Manager (FOM)		
42.	Guest Information Services	Full-Service Agency		
43.	Group Inclusive Tour (GIT)	Guaranteed Reservation		
44.	Guest room Key	Guest Comment Card		
45.	Guest room Maintenance	Guest Cycle		
46.	Guest service attendant	Guest Folio		
47.	Heliconia	Guest History		
48.	House use	Guest History Card		
49.	Handy Talk (HT)	Guest History File		
50.	In charge	Group Inclusive Tour (GIT)		
51.	Infant	Guest room Maintenance		
52.	In House Guest List	Guest service assistant		
53.	Input	Group Pick-UP		

54.	Journal of Transaction	Guest Reservation Attendant (GRA)		
55.	Kids club	Group Reservations		
56.	Late Charge	Honeymoon Package (HMP)		
57.	Limit Date	House use		
58.	Lobby	Handy Talk (HT)		
59.	Log Book	In charge		
60.	Long Stay	Infant		
61.	Lovina	In House Guest List		
62.	Manager on Duty (MOD)	Input		
63.	Master Bill	Journal of Transaction		
64.	Mid-Range Service	Kids club		
65.	Nett	Lobby		
66.	No of Paying Guest	Log Book		
67.	No Post	Long Stay		
68.	Non Smoking Room (NSR)	Lovina		
69.	No-Show	Manager on Duty (MOD)		
70.	Occupied Clean (OC)	Master Bill		
71.	Occupied Dirty (OD)	Mid-Range Service		
72.	Out of Order (OOO)	Nett		
73.	Payment	No of Paying Guest		
74.	Person In House	Non Smoking Room (NSR)		
75.	Purpose	Occupied Clean (OC)		
76.	Rack Rate	Occupied Dirty (OD)		
77.	Rate Code	Out Of Order (OOO)		
78.	Receptionist	Overbooking		
79.	Remark	Over flow rate		
80.	Repost	Paying Room		
81.	Rooms Allotment Report	(POS) Point of Sale		
82.	Room Available	Post Deposit		

83.	Rooms Checklist	Proprietary Booking Engine		
84.	Room date card	Purpose		
85.	Room Division (RD)	Rack Rate		
86.	Room History Report	Rate Code		
87.	Rooming list	Registration Card		
88.	Room Occupied	Registration (Reg)		
89.	Room occupancy sensor	Reservation Agent		
90.	Room plan list	Reservations Department		
91.	Room Rate	Remark		
92.	Room service bill	Reservation service attendant		
93.	Room Status Discrepancy	Res sharer		
94.	Rooms Status Report	Request (Req)		
95.	Service	Revenue		
96.	Service Charge	Room Available		
97.	Summary cashier report	Rooms Checklist report		
98.	Stay Over	Room date card		
99.	Special Rate	Room Division (RD)		
100.	Travel Agent (TA)	Room Occupied		
101.	Transportation schedule	Room occupancy sensor		
102.	Upgrade	Segment		
103.	Vacant Clean (VC)	Service		
104.	Vacant Dirty (VD)	Service Charge		
105.	Void	Tentative		
106.	Voucher	To Be Advised (TBA)		
107.	Walk-in	Transfer (TRF)		
108.		Travel Agent (TA)		
109.		Visual Hotel Program (VHP)		
110.		Voice Mail		
111.		Waiting list Booking		

112		No-Show		
Total: 112				





Appendix 6 Abbreviation

No	Abbreviation		
	Jargon	The Standard Form	Meaning
1.	ADR	Average Daily Rate	Daily sales will be calculated by setting sales. for example, today get one million sales and the next day have to get around one million or even more sales.
2.	ARR	Average Room Rate	The greater the room price, the more the occupancy or income that the hotel has.
3.	FIT	Free Independent Traveler	Guests who travel privately such as only for couples or family and do not travel through travel agents.
4.	GIT	Group Inclusive Tour	The guests who wants to trip in groups using travel agent services
5.	GRO	Guest Relation Officer	The position at FO as an intermediary between VIP guests.
6.	GSA	Guest Service Assistant	The person who provides all information about accommodation, hospitality, events, or cost in hotel.
7.	HMP	Honeymoon Package	This package is for guests who are newly married couple. For example, guests stay two days including 30 minutes <i>Spa</i> and also a romantic dinner included in the honeymoon package.
8.	HT	Handy Talky	Handy talky to help communication between staff to other staff in The Lovina Bali hotel.
9.	NSR	Non Smoking Room	Guests are not allowed to smoke in any particular place like in a restaurant at The Lovina Bali.
10.	POS	Point of sale	Guest Reservation Attendant (GRA) looks at what is most in demand in hotel and makes evaluation materials to maintain something that is sold at the hotel. Like the best-selling standard rooms for sale.
11.	OC	Occupied Clean	The rooms are already occupied by guests who have been cleaned by housekeeping
12.	OD	Occupied Dirty	The rooms are occupied but have not been cleaned by room attendants.
13.	OOO	Out Of Order	Damaged rooms cannot be sold and are still in The process of being repaired.
14.	RD	Room Devision	Two large department groups such as HK and FO
15.	RSA	Reservation Service Attendant	The same with Guest Reservation Attendant (GRA) in charge of serving room bookings.
16.	TA	Travel Agent	The guests used travel agent for vacation or travel around the Bali to look for tourist attractions. At The Lovina Bali uses 2 types of TA, namely online travel agents such a <i>pegi-pegi</i> and offline is local travel agents.
17.	GRA	Guest Reservation Attendant	serve guests who book rooms online and accept bookings on the waiting list.
18.	TBA	To Be Advise	Guests make an uncertain flight number or the flight can be informed further.

19.	Trf	Transfer	Deliver to place by the wishes of guests who are still in the area of Bali.
20.	PU	Pick Up	The term in transportation at The Lovina Bali. Pick up guests at the airport or elsewhere.
21.	VC	Vacant Clean	The rooms are empty, clean and rooms that are ready to be inhabited or sold.
22.	VD	Vacant Dirty	The rooms are empty and dirty from the guests who have checked out.
23.	VHP	Visual Hotel Program	Facilitate the work at The Lovina Bali because it does not use a written form but only prints from the system for hotel needs.
Total: 23			



Appendix 6 Acronym

No	Acronym		
	Jargon	The Standard Form	Meaning
1.	AsFOM	Assistant Front Office Manager	Assistant for managers who helps to manage the front office.
2.	FOM	Front Office Manager	The manager who manages operation in the front office.
3.	MOD	Manager on Duty	One of the employees appointed as manager on the assigned day or in charge when the other employee is off.
4.	OTW	On The Way	The guests are still on their way to the hotel.
5.	VIP	Very Important Person	Important guests such as having a relationship with the hotel business, the price that a guest pays or dealing with government.
6.	FO	Front Office	The front office is one of the department in front that helps the first impression of the hotel. It is because all the information in the hotel is part of the front office department.
Total: 6			



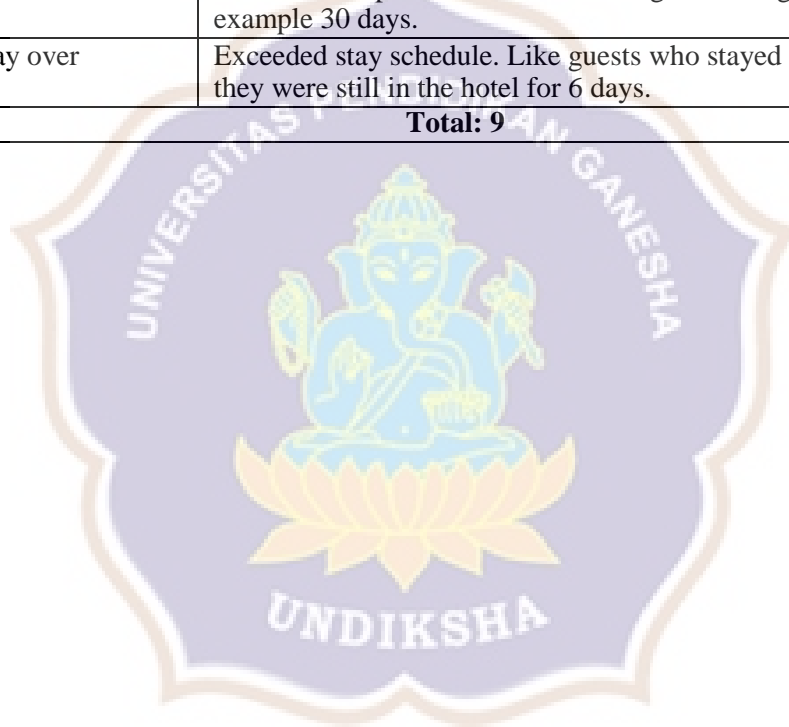
Appendix 6 Affixation

No	Affixation		
	Jargon	Word Formation	Meaning
1.	Upgrade	Up + grade	The guests who book a standard room but given a superior room and it will be upgraded into superior room.
2.	Repost	Re + post	Some items are wrong and input back or subsequent a posting to the system to be the correct one.
3.	Remark	Re + mark	To take a note for special requests to guests and put in remark
Total: 3			



Appendix 6 Compounding

No	Compounding	
	Jargon	Meaning
1.	Front Desk	The front desk is a desk in the front office of a hotel for check-in and check-out services or handles requests from guests.
2.	Log Book	The note which contains a problem that must be followed up by the reception who received guests at work shift.
3.	Long-stay	The Guests who have stayed long in The Lovina Bali. It can be categorized as a long stay is a guest who stays more than 3 nights.
4.	No-show	The guests who have booked a room but not come to the hotel.
5.	Service Charge	If there are many guests, the staff hotel will get more money.
6.	Voice mail	A voice message sent by a guest when booking a room.
7.	Bellboy	Specifically take guest items from the car to the room or vice versa.
8.	Credit Limit	The hotel cooperates with a Travel Agent and signs a contract for example 30 days.
9.	Stay over	Exceeded stay schedule. Like guests who stayed 5 days, it turns out they were still in the hotel for 6 days.
Total: 9		



Appendix 6 Clipping

No	Clipping		
	Jargon	Base Form	Meaning
1.	Acc	Accounting	The person who has responded with all of the money, expenses, income includes employee salaries at The Lovina Bali.
2.	Arr	Arrange	Arrange a meeting schedule.
3.	Cat	Category	Related to the room categories, for example, suite room, deluxe suite room, studio, standard room or superior room.
4.	Fax	Fax simile	The Lovina Bali which is used Fax for guests who want to book a room.
5.	Reg	Registration	every guest comes to make a registration process for sign or completed the data in the registration form.
6.	Req	Request	All guest requests are input into the VHP system.
Total: 6			



Appendix 6 Borrowing

No	Borrowing		
	Jargon	Origin of word	Meaning
1.	Heliconia	America	The name of Heliconia is used for the name of the restaurant in The Lovina Bali.
2.	Lovina	Indonesia	The name of Lovina is used as the name of a hotel in The Lovina Bali.
Total: 2			



Appendix 6 Words (Noun)

No	Words		
	Jargon	Word Category	Meaning
1.	Activities	Noun	The guests can take part in the activities at The Lovina Bali. Like the hotel's internal activities, Yoga.
2.	Allowance	Noun	Hotel staff are given monthly allowances as part of their salary, such as transportation, telephone and food allowances.
3.	Balance	Noun	Guests have a 10 million deposit bill, only pay 5 million and have a 5 million bill deficiency. Deficiency is meant by balanced.
4.	Bill	Noun	Some bills or receipts must be paid by guests both in the restaurant and in the room bill.
5.	Block	Noun	Block in the hotel means to block the room.
6.	Book	Noun	Book at the hotel means that the guest has booked the desired room.
7.	Arrangement	Noun	To find out the guest's description of the room, including breakfast or room only.
8.	Currency	Noun	The Lovina Bali uses the Rupiah currency.
9.	Comment	Noun	The guest gives suggestions or opinions expected by the hotel while staying at the hotel.
10.	Complaint	Noun	Negative things delivered by guests when staying at The Lovina Bali.
11.	Compliment	Noun	Something that is given to guests for free, maybe because of a gift or something else.
12.	Concierge	Noun	Who takes care of guests' belonging or guest transportation.
13.	Driver	Noun	Take guests to the hotel or pick up guests from the airport or other destinations.
14.	Flight	Noun	Find out what flights were used by the guests and the time of arrival or departure of guests.
15.	Form	Noun	Forms used for guests such as registration forms or cash receipts.
16.	Infant	Noun	Guests who stay overnight and bring babies.
17.	Input	Noun	The process of entering data to be entered into the system.
18.	Payment	Noun	Guests will pay bills that have been made while staying at the hotel.
19.	Purpose	Noun	The purpose of guests coming, for example, to book a room or eat at the hotel restaurant.
20.	Receptionist	Noun	People who serve as receptionists at the Hotel to welcome guests, serving various needs check out or check-in at the Hotel.
21.	Revenue	Noun	Overall hotel income.
22.	Service	Noun	There is a room service, transportation or other services.
23.	Shuttle	Noun	Providing shuttle service from The Lovina Bali hotel to the Lovina beach. This shuttle is free.

			But from the airport to the hotel, guests will be payed.
24.	Skipper	Noun	Guests who leave without paying a bill.
25.	Voucher	Noun	The register or form that the guest has booked a room.
26.	Lobby	Noun	Large area for receiving guests.
Total: 26			



Appendix 6 Words (Verb)

No	Words		
	Jargon	Word Category	Meaning
1.	Cashier	Verb	A receptionist or GRA to be a cashier at the hotel to receive payments to guests.
2.	Deposit	Verb	The guests will make half a payment at the beginning.
3.	Extend	Verb	guests who overstay at the hotel
4.	Overbooking	Verb	Excess order is a condition that shows the number of bookings for more guests than the number of rooms.
Total: 4			



Appendix 6 Words (Adjective)

No	Words		
	Jargon	Word Category	Meaning
1.	Segment	Adjective	Get in touch with an agent or find out who is booking. For example travel agent.
2.	Walk-in	Adjective	Guests who comes directly to the hotel without booking online.
3.	Nett	Adjective	Prices that include tax and service such as breakfast are sold at room prices.
4.	Tentative	Adjective	Tentative is an uncertain booking. for instance, incomplete data or do not have a deposit.
5.	Lobby	Noun	Large area for receiving guests.
Total: 5			



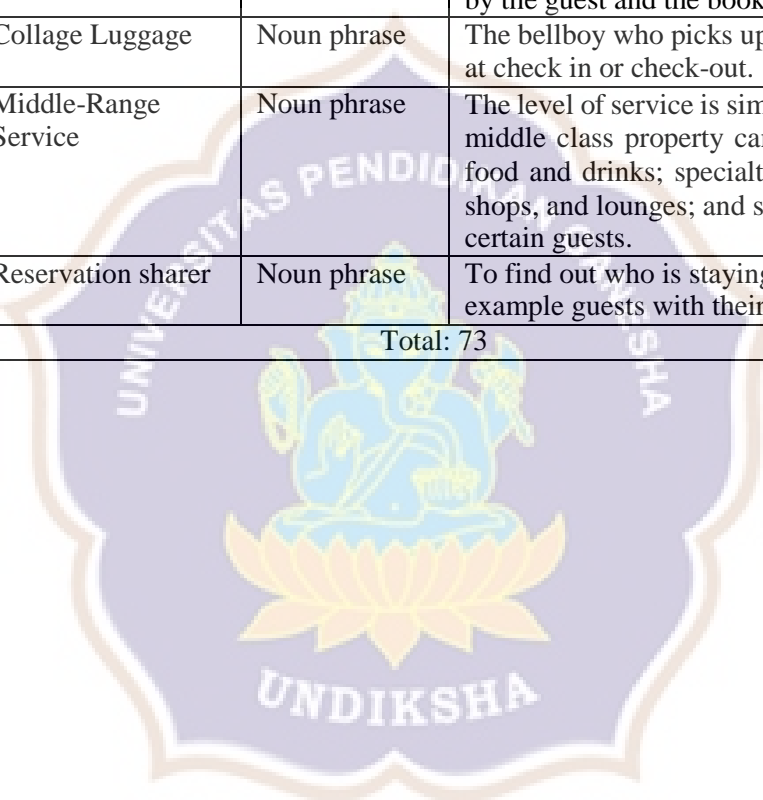
Appendix 6 Phrase (Noun Phrase)

No.	Phrase		
	Jargon	Phrase	Meaning
1.	Arrival Guest List	Noun Phrase	The list of guests who will check-in.
2.	In House Guest List	Noun Phrase	The list of guests who are staying in the hotel
3.	Complementary order form	Noun Phrase	Forms that are used to complement guests. For example, a complimentary flower.
4.	No Post	Noun phrase	Guests who have already paid all the bills will be posted so that all other departments such as spa, restaurant cannot transfer to the room who has paid the bill.
5.	Registration card	Noun phrase	The form used for guest registration.
6.	Transportation Schedule	Noun phrase	Transportation officers have a schedule that will pick up guests at the airport or deliver to other places
7.	Master Bill	Noun Phrase	Guests who book reservations from the agent, so all bills for room fees are not to the guest but the agent and made in the master bill.
8.	Room Service Bill	Noun phrase	Bill from room service. Guests who order meals to the room, the bill is transferred to the room and this bill will appear when guests check out.
9.	Room plan list	Noun Phrase	A list of the register when guests will check-in and when rooms are empty.
10.	Journal of Transaction	Noun phrase	Journal of all transactions at that time. For example, the receptionist does not accept payment using a visa or master card and will be noted in the journal.
11.	Back of the house	Noun phrase	Supporting hotel operations such as accounting or HRD
12.	Front of the house	Noun phrase	The person who provides service to guests. For instance Front Office department.
13.	Summary cashier report	Noun phrase	Related to the officer or receptionist who serves the payment of guests at that time and recorded on the summary cashier report.
14.	Full-Service Hotel	Noun phrase	Hotel that have facilities such as restaurants, swimming pools or fitness centers.
15.	Overflow rate	Noun phrase	Room prices are increasing because rooms in the hotel is overbooked and guests moved to other hotels
16.	Booking source	Noun phrase	Same with “segment”, i.e. who makes the reservation whether through a travel agent or the guest itself.
17.	Cash Receipt	Noun Phrase	Every cash payment is made in writing and can also be in the form of a deposit.
18.	Cancellation Date	Noun phrase	The guest who canceled the room.
19.	Confirmation number	Noun Phrase	Confirmation of guest rooms that have been booked.

20.	Contract Rate	Noun phrase	The price made with the agent or the price agreement made by the travel agent with the hotel.
21.	Direct booking	Noun phrase	Book a room that is not through a travel agent or online but guests come directly to the hotel to make a reservation.
22.	Early Booking Discount	Noun phrase	If guests book earlier they will get a discount.
23.	Expected Arrivals List	Noun phrase	A list of arrivals of guests who have arrived or for guests who check-in
24.	Expected Departure List	Noun phrase	List of guests who will go out or check out
25.	Family Life Cycle	Noun phrase	Guests staying with families who are staying very long at the hotel
26.	Family Rate	Noun phrase	Special room rates for parents and children in one room.
27.	Full-Service Agency	Noun phrase	Travel agents that handle all types of travel for guests.
28.	Guaranteed Reservation	Noun phrase	attendance list of guests who have arrived or for guests who check-in.
29.	Guest Comment Card	Noun phrase	Short questionnaire or comments filled out by guests about hotel services.
30.	Guest Cycle	Noun phrase	The guest cycle is like the low season and high season.
31.	Guest Folio	Noun phrase	folio used for guests who stay overnight individually.
32.	Guest History	Noun phrase	Stories from the beginning of guests coming to staying at the hotel. Which contains the guest name, guest address, guest preferences, and also guest requests.
33.	Guest History Card	Noun phrase	Guest records include room rates and special needs.
34.	Guest History File	Noun phrase	The file that contains the guest's history like 10 times the guest came to the hotel.
35.	Guest Information Services	Noun phrase	An automatic information device in the general hotel area that allows guests to get information about local activities.
36.	Guest Inquiry	Noun phrase	Guest requests are made earlier when making a reservation.
37.	Guest room Control Book	Noun phrase	The book is used to monitor the number of rooms committed to the group. This controls the activity of booking guest rooms with the maximum number of rooms that can be sold to groups on certain days.
38.	Guest room Key	Noun phrase	A place to put the guest room key that will be used by the guest when staying at the hotel.
39.	Guest room Maintenance	Noun phrase	A form of maintenance that involves checking a number of items in the living room, small door lubrication and other equipment.
40.	Group Pick-UP	Noun phrase	Guest rooms booked by the reservation group

41.	Guest Relation	Noun phrase	A personal and good relationship with guests through service and attention to the needs of individual guests. such as promotion of in-house products and services, and entertainment for VIP guests.
42.	Group Reservations	Noun phrase	Rooms are blocked for specific purposes such as conferences, meetings, or weddings.
43.	House use	Noun phrase	The rooms are used by the hotel partners such as the owner or general manager and stay without paying for the room.
44.	Kids club	Noun phrase	The guest who invite the children to play in the kids club or entrust the children there.
45.	Late Charge	Noun noun	The guest billing fees that have not been billed and the receptionist will get a charge for being late in collecting bills to guests.
46.	Limit Date	Noun phrase	The deadline given by the hotel to guests for paying room bookings.
47.	Paying room	Noun phrase	The number of rooms that paid by the guests.
48.	Person In House	Noun phrase	The number of guests staying.
49.	Post Deposit	Noun phrase	Guarantees in the form of money given by the guests will be recorded in the system.
50.	Proprietary Booking Engine	Noun phrase	Room bookings through the channel manager.
51.	Rack Rate	Noun phrase	The price is definitely or the official price of the hotel
52.	Rate Code	Noun phrase	The price that has the code in it.
53.	Reservation Agent	Noun phrase	Related to booking a room and restaurant at the hotel. If the guests from outside ordering a table will be served at the reservation agent or reservation clerk.
54.	Reservations Department	Noun phrase	Record and process room bookings made before guests arrive at the hotel.
55.	Rooms Allotment Report	Noun phrase	The hotel cooperates with other agents to provide room sales
56.	Room Available	Noun phrase	To check the number of available rooms.
57.	Rooms Checklist	Noun phrase	The register that is used to check the rooms.
58.	Room date card	Noun phrase	The card that records the date of the room occupied by the guest.
59.	Room History Report	Noun phrase	Find out how many times the room has been used or sold.
60.	Rooming list	Noun phrase	A list of the number of guest rooms that will be used by the guests to stay at the hotel.
61.	Room occupancy sensor	Noun phrase	The Front Office employees control the room occupancy so as not to overbook.
62.	Room Rate	Noun phrase	The price set by the hotel for the night
63.	Room Status Discrepancy	Noun phrase	Related to the housekeeping report to note the room status whether there is a difference or not at the front office.
64.	Rooms Status Report	Noun phrase	Dealing with the housekeeping who notifies the status of the rooms at the front office.

65.	Special Rate	Noun phrase	Special prices are made for groups, VIPs, or family guests. Special price includes with discounts.
66.	Valet Attendant	Noun phrase	Responsible for arranging car park at the hotel
67.	Waiting list Reservation	Noun phrase	This is used to accommodate the guest reservation at the time of making the reservation but cannot be determined whether or not the guest is staying at the hotel.
68.	No of Paying Guest	Noun phrase	The number of paying guests.
69.	Confirmed booking	Noun phrase	Room reservations are certain.
70.	Cut-off Date	Noun phrase	Deadline for booking guest rooms. For example, in 30 days there is no confirmation by the guest and the booking will be canceled.
71.	Collage Luggage	Noun phrase	The bellboy who picks up guests' belongings at check in or check-out.
72.	Middle-Range Service	Noun phrase	The level of service is simple but adequate and middle class property can offer room service food and drinks; specialty restaurants, coffee shops, and lounges; and special rates for certain guests.
73.	Reservation sharer	Noun phrase	To find out who is staying with guests for example guests with their friends.
Total: 73			



Appendix 7 Phrase (Prepositional Phrase)

No.	Phrase		
	Jargon	Phrase	Meaning
1.	In Charge	Prepositional phrase	The person who has responsibilities while on duty.
Total: 1			

Appendix 6 Phrase (Adjective Phrase)

No.	Phrase		
	Jargon	Phrase	Meaning
1.	Room Occupied	Adjective phrase	The rooms that have been occupied by guests to stay at the hotel.
Total: 1			

Appendix 6 Phrase (Adverb Phrase)

No.	Phrase		
	Jargon	Phrase	Meaning
1.	Due outs	Adverb phrase	The time for guests to check out.
Total: 1			