



APPENDIX 1

Letters Permission



KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN
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 : 4824/UN48.7.1/DT/2019

20 Desember 2019

Perihal : **Permohonan Izin Penelitian**


Yth. Manager Restaurant The Lovina Bali
di Singaraja

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

Nama : Putu Ari Awatara Ega Fitria Gita Hendrayanti
NIM : 1612021203
Jurusan : Bahasa Asing
Program Studi : Pendidikan Bahasa Inggris
Jenjang : S1
Tahun Akademik : 2019-2020
Judul : An Analysis of Jargon Used by Staff in Food and Beverage Service
Department at The Lovina Bali

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

a.n. Dekan,
Wakil Dekan I.


Dr. Dewa Putu Ramendra, S.Pd., M.Pd.
BNP. 197609022000031001

Tembusan:

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

SURAT KETERANGAN

No. 005/TL/HRD/I/2020

Yang bertanda tangan dibawah ini,

Nama : Nyoman Redita

Jabatan : Human Resources Manager

Menerangkan bahwa,

Nama : Putu Ari Awatara Ega Fitria Gita Hendrayanti

Nim : 1612021203

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 Food And Beverage Service 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,

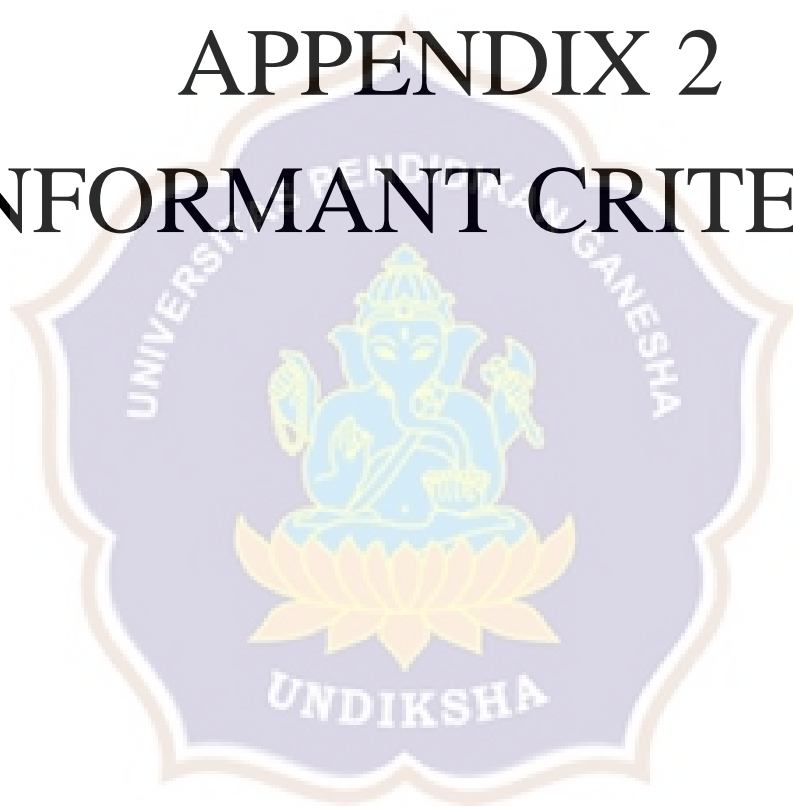

Nyoman Redita
Human Resources Manager

THE LOVINA BALI

Jl Mas Lovina , Kalibukbuk-Singaraja , Bali-Indonesia . T :+62 362 3435800 F :+62 362 41092
info@thelovinabali.com . www.thelovinabali.com

APPENDIX 2

INFORMANT CRITERIA



APPENDIX 2

The subject of this study were waiters and waitress in The Lovina Bali, in this study the researcher used 3 participants in collecting of the data. The researcher used table to collecting the data in analyses of Jargon used by waiters and waitress in food and beverage at The Lovina.

Table Characteristics Bali

No	Name	Age	Sex	Job	Experience	Education	Status	Position	Physically and Mentally	Communication competence	Speech defects
1	Waitress 1 KI	38	Male	FB	7	S1 Bahasa Inggris	Single	Direct FB	Healthy	INA-ENG	No
2	Waiters 2 CI	31	Female	FB	5	Senior High School	Married	Waiters	Healthy	INA-ENG	No

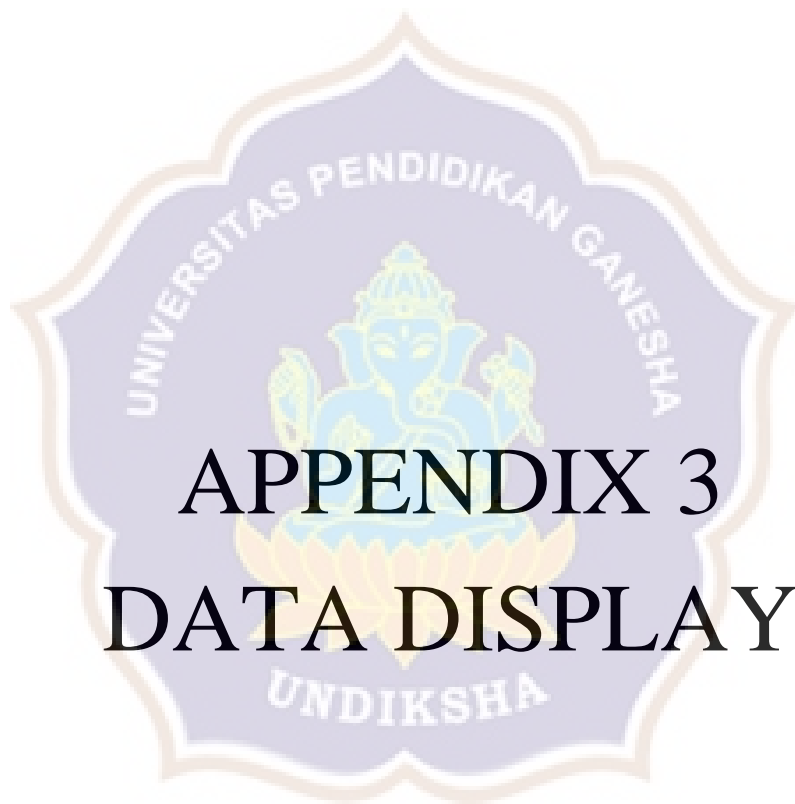
3	Waiters	28	Female	FB	5	Senior High School	Single	Waiters	Healthy	INA-ENG	No
	3 C2										

*KI : Key informant

*CI : Complementary Informant

*FB : Food and Beverage





APPENDIX 3
DATA DISPLAY

Table 1. The Result of The Data

No	Word Formation	Amount	Percentage
1.	Abbreviation	1	1,8%
2.	Borrowing	4	2,2%
3.	Word	19	34,5%
4.	Phrase	6	3,3%
5.	Derivation	12	6,6%
6.	Compounding	13	7,15%
Total			55 55,55%

Table 2. Borrowing

No	Jargon Words	Origin of word	Meaning
1.	A la Carte	Spain	Menu that already have price in every item
2.	American service	America	The service in the dining room, where food is ready to be made or served on a plate from the kitchen and served to guests
3.	Bone China	China	Bone China is a mixture of porcelain and about 40 or 50 percent of ox bone. It is used in restaurant to serve various dishes.
4.	Lacto-oto-vegetarian	Spain	Lacto-oto-vegetarian is a vegetarian who consumes some animal products, such as eggs and dairy

Table 3. Words

No	Jargon Words	Word formation	Meaning
1.	Aboyer	Noun	Aboyer is a French word for a barker, the person who accepts the orders from the dining room and relays them to the kitchens, most often by shouting.
2.	Bitters	Verb	Bitters is about the liquid that use to make cocktail fresher
3.	Briefing	Verb	Briefing is do when the restaurant wants to open. In the briefing the senior most staff gives instructions to the junior staff.
4.	Cognac	Noun	The liquid that able in the restaurant which produce from France
5.	Condiments	Noun	It means the season that used to

			cooking the food
6.	Cover	Noun	Cover is the space on the table allotted for table-wares to the guest to consume the food.
7.	Croutons	Noun	It means the bread that have shape like a square and it can bring to the guest when the guest eats their breakfast
8.	Entrée	Noun	Is about first meat in a French Classical menu
9.	Hostess	Noun	Hostess is a member of restaurant brigade and have a job to welcoming the guest
10	Liqueur	Noun	It means the liquid have taste fruits but it contains alcohol
11	Menu	Noun	The list of food and drink that able in the restaurant
12	Napkin	Noun	Napkin is restaurant line, have a function to decorate the table in the restaurant
13	Note pad	Noun	The thing that use to write the order from the guest
14	Promotions	Verb	To get the promotion in every department in order to get much salary
15	Station	Noun	The place used by waiters and waitresses to put their things like knives, trays, and napkin
16	Take away	Noun	It means the guest can take the food away from the restaurant
17	Tray	Noun	The thing that always waiters and waitress bring when they want to delivery the food to the guest
18	Vegan	Noun	It means when there is guest who is vegetarian, and they (the guest) want to order the food with vegetables only
19	Watch	Noun	The waiters and waitress friends. Have a function to see the time and then control the food close from the kitchen

Table 4. Phrase

No	Jargon Words	Phrase	Meaning
1.	High ball	Adjective	High ball is about the drink in the tall glass
2.	Mechanical shock	Noun phrase	It means the direct result of contact with another object, such as a spoon, a beer tap, another glass, or a piece of bone china
3.	Mise -en-place	Noun phrase	It means the preparing restaurant from welcoming, create ambience with regard to cleanliness,
4.	Shot ball	Verb	Shot ball it means that the drink in the shot glass
5.	Special equipment	Adverb phrase	It means specialist service for the guest
6.	Suggestive selling	Noun phrase	Suggestive selling is about suggestion which bring to the guest when the guest need something, for the example like if the season is very hot, the waiters should bring the suggestive selling to the guest like offer the cool drink

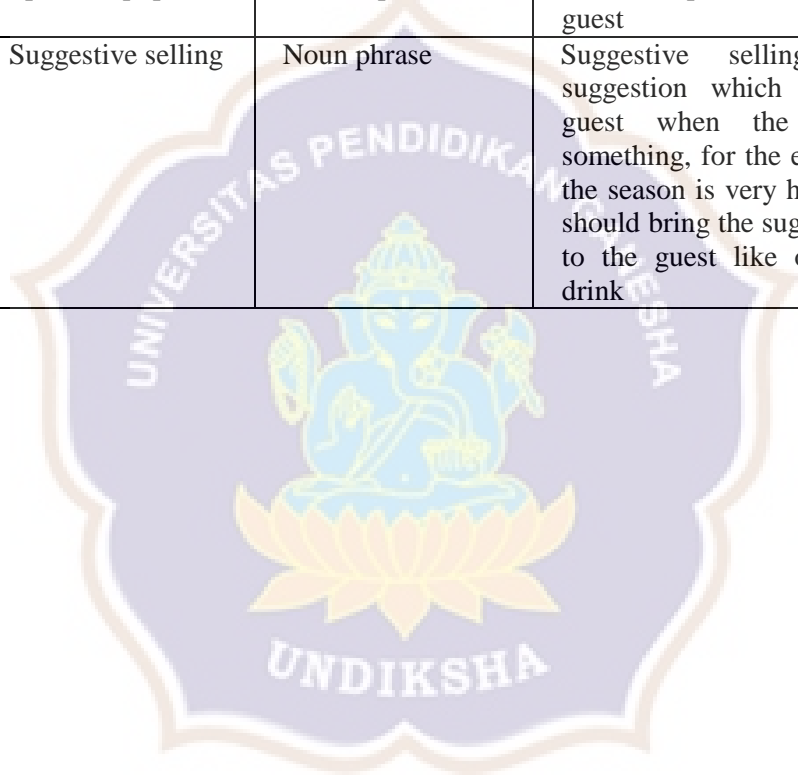


Table 5. Derivation

No	Jargon	The standard Form	Meaning
1	Baked	Bake	The order in menu that the food in the menu is grilled
2	Barker	Barker	Barker is another term for Aboyer. Barker is the person who communicates between service and kitchen and help to pick up the food in time. Usually the order taken by the waiter is hander over to the Barker
3	Boiled	Boil	The guest who want to order food that cooking by boiled
4	Braised	Braised	It means combination-cooking method that uses both wet and dry heats
5	Broiled	Broil	It means when the guest wants to order the food which cooking by exposing food to direct radiant heat
6	Grilled	Grill	It means form of cooking that involves dry heat applied to the surface of food, commonly from above, below or from the side.
7	Roasted	Roast	It means when the guest want to order the food and they want that food cooked by prolonged exposure to heat in an oven or over a fire.
8	Sauted	Saut	This cooking that uses a relatively small amount of oil or fat in a shallow pan over relatively high heat
9	Elevenses	Elevens	Elevenses is a meal that bring to the guest at 11 o' clock.
10	Poached	Poach	It means cooking techniques that involve cooking by soaking food in liquids, such as water, milk, broth, or wine or in a tray
11	Runner	Run	Someone which help the waiters and waitress to order the food and go to the kitchen
12	Stewed	Stew	It means when the guest wants to order the food with cooked slowly in liquid in a closed dish or pan

Table 6. Compounding

No	Jargon	Meaning
1	Back to house	Back of the house is the ancillary area of the restaurant, where all the supporting service is carried out
2	Bain marie	Bain Marie is equipment that holds the Food hot. The equipment contains cylindrical drum, which is heated with water. Bain Marie is usually used in Hot Plate section of the pantry.
3	Bringe drink	Bringe drink is giving some drink to the guest that they want.
4	Buffet menu	It means food arranged neatly on a large dish and displayed on a long table. Guests can choose and take food according to their tastes.
5	Buffet service	The guest can take the food and beverage with free until they satisfied with the service
6	Captain order	Captain order is about the person who will check the order from the guest
7	Chafing dish	Chafing dish is hollowware that is used to keep food warm usually in buffet service.
8	Fixed menu	The menu has been made into a set such as Appetizer, Soup, Main Course, Dessert
9	House brand	House brand is about the target that the manager food and beverage need to improve the quality
10	Self service	Self service is about service that bring to the guest when they eat their food in the restaurant
11	Side table	Side table is about arrange the table if there are celebrate or the guest want to do party, and the staff of food and beverage should side the table and decorated it
12	Thermal shock	Thermal shock is the result of glass experiencing sudden changes in temperature
13	Waiters friends	Waiters friends is about the thing that always and must waiters and waitress bring when they in the time job, for the example like pen, note and napkin

Table 7. Abbreviation

No	Jargon Words	The Standard Form	Meaning
1.	ABC	Ashtray, Budvase, Cruet	ABC is kept at the centre of the table while laying the cover.

