

APPENDICES







SURAT KETERANGAN

No. 004/TL/HRD/I/2020

Yang bertanda tangan dibawah ini,

Nama : Nyoman Redita

Jabatan : Human Resources Manager

Menerangkan bahwa,

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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 Housekeeping 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. The Characteristics of Subjects

The subject of the study were the housekeeping staff at The Lovina Bali. The researcher used 3 selected informants in obtaining the data. These are the characteristics used in choosing the informants.

No	Name	Characteristics									
		Age	Sex	Job	Experience	Education	Status	Position	Physically & Mentally	Communication Competence (INA-ENG)	Speech Defects
1	Ketut Satria Wibawa (KI)	38	M	HK	7 years	D3 Perhotelan	M	EHK	Healthy	INA-ENG	No
2	Made Setiawati (CI)	45	F	HK	8 years	SMU	M	As. EHK	Healthy	INA-ENG	No
3	Gede Suriada (CI)	38	M	HK	8 years	D1 Perhotelan	M	Supervisor	Healthy	INA-ENG	No

*KI = Key Informant

*CI = Complementary Informant

*M = Male

*M (status) = Married

*F = Female

*EHK = Executive Housekeeper

*As. EHK = Assistant Executive Housekeeper



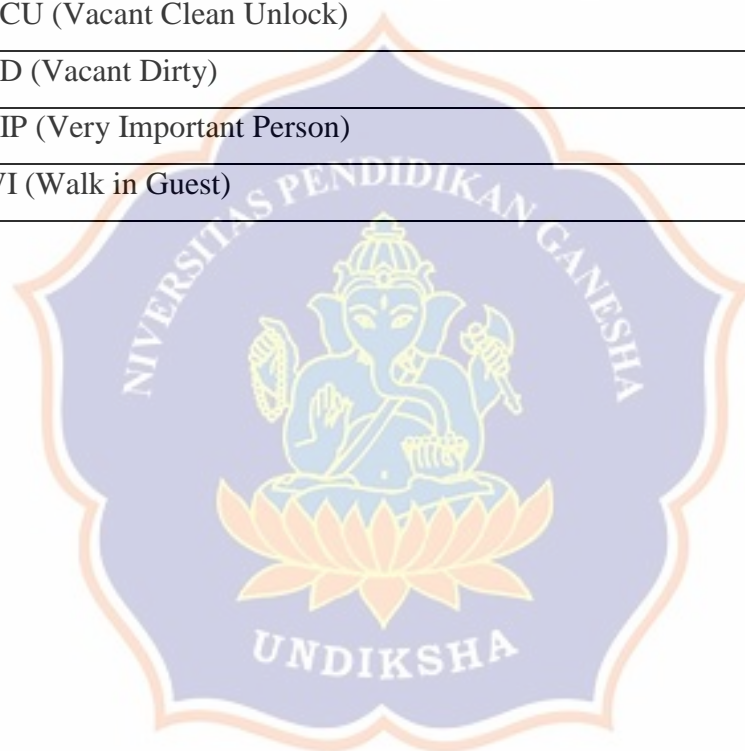
Appendix 3. Jargons found in HK Department at The Lovina Bali Hotel

NO	Jargon
1.	Additional Cleaning
2.	American Style
3.	As.
4.	BT (Bath Towel)
5.	BB (Back to Back)
6.	BC (Baby Cot)
7.	Bed Configuration
8.	Bed Runner
9.	Cancel
10.	Carry Caddy
11.	CI (Check In)
12.	Clean-Up
13.	Completing
14.	Connecting Room
15.	Consume
16.	CO (Check Out)
17.	Daily Cleaning
18.	Daily Service
19.	Deluxe Room
20.	Deluxe Suite Room
21.	Deodorizing
22.	Disable Room
23.	Disposal Bag
24.	DL (Double Lock)
25.	DND (Do Not Disturb)
26.	Door Sign
27.	Double Bed Room
28.	DU (Day Use)
29.	Duvet Cover

30.	Duvet Insert
31.	EA (Expected Arrival)
32.	Early Check Out
33.	EB (Extra Bed)
34.	ED (Expected Departure)
35.	EHK (Executive Housekeeper)
36.	Entering the Room
37.	Extent
38.	FT (Face Towel)
39.	General Cleaning
40.	Glass Squeezing
41.	Grand Master Key
42.	Guest Amenities
43.	Guest Complaint
44.	Guest Request
45.	Guest Supplies
46.	Heliconia
47.	HK (Housekeeping Department)
48.	HK Report (Housekeeper Report)
49.	House Use
50.	HT (Hand Towel)
51.	King Bed
52.	Landscape
53.	Landscaper
54.	Lifeguard
55.	Linen Runner
56.	L & F (Lost-and-Found)
57.	Lovina
58.	Main Pool
59.	Maintenance
60.	Make up the Room

61.	Making Bed
62.	Master Key
63.	Minibar Bill
64.	No-Show
65.	O (Occupied)
66.	OC (Occupied Clean)
67.	OD (Occupied Dirty)
68.	OBC (Occupied Baby cot)
69.	OEB (Occupied Extra Bed)
70.	ONL (Occupied No Luggage)
71.	OO (Out Of Order)
72.	PA (Public Section Area)
73.	Please Make up Room
74.	Plunge Pool
75.	Queen Bed
76.	RD (Room Division)
77.	Ready
78.	Room Attendant Control sheet .
79.	Room Key
80.	Room Status
81.	Room Section
82.	Sanitary Equipment
83.	SDB (Safe Deposit Box)
84.	Single Bed
85.	Single Bed Room
86.	SL (Soiled Linen)
87.	SO (Sleep Out)
88.	Spot
89.	SR (Service Refused)
90.	Stain
91.	Stay Over

92.	Stripping Bed
93.	Stripping Floor
94.	Towel Folding
95.	Triple Bed Room
96.	Turn Down Bed Service
97.	Twin Bed Room
98.	V (Vacant)
99.	VC (Vacant Clean)
100.	VCC (Vacant Clean Check)
101.	VCU (Vacant Clean Unlock)
102.	VD (Vacant Dirty)
103.	VIP (Very Important Person)
104.	WI (Walk in Guest)



Appendix 4. Jargons that are used by each divisions in the Housekeeping

Department at The Lovina Bali Hotel

NO	Division					
	Room	Public Area	Linen	Valet	Pool	Laundry
1	Additional Cleaning	Additional Cleaning	As.	As.	Additional Cleaning	As.
2	American style	As.	Bed Runner	Bath Towel (BT)	As.	Bath Towel (BT)
3	As.	Clean-up	Bath Towel (BT)	Executive Housekeeper (EHK)	Clean-Up	Bed Runner
4	Bath Towel (BT)	Daily Cleaning	Duvet Cover	Face Towel (FT)	Executive Housekeeper (EHK)	Clean-Up
5	BB (Back to back)	Disposal Bag	Duvet insert	Guest Complaint	General Cleaning	Duvet Cover
6	BC (Baby Cot)	Executive Housekeeper (EHK)	Executive Housekeeper (EHK)	Housekeeping Department (HK)	Housekeeping Department (HK)	Duvet insert
7	Bed Configuration	General Cleaning	Face Towel (FT)	Hand Towel (HT)	Lifeguard	Executive Housekeeper (EHK)
8	Bed Runner	Glass Squeezing	Housekeeping Department (HK)	Lovina	L & F	Face Towel (FT)

9	Cancel	Heliconia	Hand Towel (HT)	Very Important Person (VIP)	Lovina	Housekeeping Department (HK)
10	Check In (CI)	Housekeeping Department (HK)	Linen Runner		Main Pool	Hand Towel (HT)
11	Clean-Up	Landscape	Lovina		Plunge Pool	L&F
12	Completing	Landscaper	Ready		Very Important Person (VIP)	Lovina
13	Connecting Room	L&F	Room Attendant Control Sheet			Ready
14	Consume	Lovina	Soiled Linen (SL)			Room Attendant Control Sheet
15	Check out (CO)	Stripping Floor				Soiled Linen (SL)
16	Daily Cleaning					Spot
17	Daily Service					Stain
18	Deluxe Room					
19	Deluxe Suite Room					
20	Deodorizing					
21	Disable Room					
22	Disposal Bag					
23	Double Lock					

	(DL)				
24	Do Not Disturb (DND)				
25	Door sign				
26	Double Bed Room				
27	Day Use (DU)				
28	Duvet Cover				
29	Duvet insert				
30	Expected Arrival (EA)				
31	Early Check out				
32	Extra Bed (EA)				
33	Expected Departure (ED)				
34	Executive Housekeeper (EHK)				
35	Entering the Room				
36	Extent				
37	Face Towel (FT)				
38	General Cleaning				
39	Glass Squeezing				
40	Grand Master Key				

41	Guest Amenities					
42	Guest Complaint					
43	Guest Request					
44	Guest Supplies					
45	Heliconia					
46	Housekeeping Department (HK)					
47	Housekeeping Report (HK Report)					
48	House Use					
49	Hand Towel (HT)					
50	King Bed					
51	L & F					
52	Lovina					
53	Maintenance					
54	Make up the room					
55	Making bed					
56	Master Key					
57	Minibar bill					
58	No-Show					
59	Occupied (O)					
60	Occupied Clean (OC)					
61	Occupied Dirty (OD)					

62	Occupied Baby cot (OBC)					
63	Occupied Extra Bed (OEB)					
64	Occupied No Luggage (ONL)					
65	Out of Order (OO)					
66	Please make up room					
67	Queen Bed					
68	Room Division (RD)					
69	Room Attendant Control sheet					
70	Room Key					
71	Room Status					
72	Room Section					
73	Sanitary Equipment					
74	Safe Deposit Box (SDB)					
75	Single Bed					
76	Single Bed Room					
77	Soiled Linen (SL)					
78	Sleep Out (SO)					

79	Service Refused (SR)					
80	Stay Over					
81	Stripping Bed					
82	Towel Folding					
83	Triple Bed Room					
84	Turn Down Bed Service					
85	Twin Bed Room					
86	Vacant (V)					
87	Vacant Clean (VC)					
88	Vacant Clean Check (VCC)					
89	Vacant Clean Uncheck (VCU)					
90	Vacant Dirty (VD)					
91	Very Important Person (VIP)					
92	Walk in Guest (WI)					

Appendix 5. The Forms of Jargons Viewed from their Word Formations used by The Housekeeping Department at The Lovina Bali Hotel

1. Abbreviation

No.	Jargons	The Standard Form	Meaning
1.	BT	Bath Towel	A piece of cloth that is used for drying guest body especially after bathing
2.	BB	Back to Back	A group of guest that had previously stayed at a hotel and then returned to check in
3.	BC	Baby Cot	Special place for baby and it has a protector so the baby doesn't fall to the floor
4.	CI	Check In	Activities that usually done by guests when arriving at the hotel such as registration
5.	CO	Check Out	Activities that usually done by guests when leaving the hotel such as paying bills while enjoying hotel services
6.	DL	Double Lock	A way to lock the room twice so that it cannot be opened using an ordinary room key from outside
7.	DND	Do Not Disturb	A sign on the front door that means it should not be disturbed or room attendants may not enter the room to do the cleaning
8.	DU	Day Use	Guests are late leaving the hotel room, thus they will be pay an additional charge
9.	EA	Expected Arrival	Room that has been booked and guest check in
10.	EB	Extra Bed	Single bed which measures around 100cm x 200cm

11.	ED	Expected Departure	Room that a guest expected will check out
12.	EHK	Executive Housekeeper	A person that has very complex roles that is responsible for ensuring work operations in housekeeping
13.	FT	Face Towel	A piece of cloth that is used for drying your face especially after washing hands
14.	HK	Housekeeping Department	Department in hotel that is responsible for cleanliness, neatness, comfort of rooms and public areas in the hotel
15.	HK Report	Housekeeping Report	a report or form that records room status
16.	HT	Hand Towel	A piece of cloth that is used for drying guest hands
17.	L&F	Lost and found	A services at hotel that provide to record and store lost items that are found and facilitate the return of guests' valuables to the owners.
18.	O	Occupied	Room that is inhabited or rented by guest
19.	OC	Occupied Clean	Clean room that is inhabited or rented by guest
20.	OD	Occupied Dirty	Dirty room that is inhabited or rented by guest
21.	OBC	Occupied Baby Cot	Room contain baby cot that is inhabited or rented by guest
22.	OEB	Occupied Extra Bed	Room contain extra bed that is inhabited or rented by guest
23.	ONL	Occupied no Luggage	Room that is inhabited or rented by guest but in the room there is no guest luggage
24.	OO	Out of Order	Rooms that are not ready to be rented out to guests because there are some parts that must be maintained

25.	PA	Public Section Area	Section in housekeeping that responsible to keep the public places in hotel such as lobby, restaurant, rest room, etc. clean, tidy and to make the public places comfortable for the guests' who visit it.
26.	RD	Room Division	One of the divisions in hotel that has three departments, there are engineering, front office, and housekeeping departments
27.	SDB	Safe Deposit Box	A place like a small cupboard for storing guests' valuables
28.	SL	Soiled Linen	Fabrics such as sheets or pillowcases that are dirty or worn
29.	SO	Sleep Out	Guest that doesn't sleep in his/her rooms but sleep somewhere outside the hotel
30.	SR	Service Refused	Guest who refuses the room to be cleaned
31.	V	Vacant	Empty or unoccupied room
32.	VC	Vacant Clean	Clean room that are empty or unoccupied room
33.	VCC	Vacant Clean Check	Clean room that is empty and already checked by the supervisor, it means that room is ready to rent
34.	VCU	Vacant Clean Unlock	Clean room that is empty and is not checked yet by the supervisor, it means that room is ready to rent
35.	VD	Vacant Dirty	Dirty room that are empty or unoccupied room
36.	VIP	Very Important Person	A very important guest who has a certain position
37.	WI	Walk in Guest	Guests who arrive without ordering in advance

3. Borrowing

No	Jargons	Origin of Words	Meaning
1.	Heliconia	America	The name of the restaurant in the The Lovina Bali Hotel
2.	Lovina	Indonesia	The name of the hotel “The Lovina Bali Hotel”

4. Clipping

No	Jargons	Base Form	Meaning
1.	As.	Assistant	A person that works to support and helps the executive or manager housekeeping

5. Compounding

No	Jargons	Origin of Words	Meaning
1.	Clean-Up	Clean + up	General cleaning that is done only on certain times and days such as hotel anniversaries
2.	Landscape	Land + scape	Part of the garden which is neatly arranged and has a value of beauty
3.	Lifeguard	Life + guard	A person who monitoring guest safety and security at the beach or pool
4.	Master Key	Master + key	a key that can open a guest room in some floors that is usually carried by the floor supervisor
5.	No-Show	No + Show	Important guests that they do not want to be showed or known their identity
6.	Plunge Pool	Plunge + Pool	Small pool in the villa
7.	Single Bed	Single + bed	One bed for one person with length

			90cm x 200cm
8.	Stay Over	Stay + over	The guest lengthen their stay in hotel more than they planned before in the beginning.

6. Back Formation

No	Jargons	The Base Form	Meaning
1.	Consume	Consumption	The food or drinks that has been eaten or drunk by the guest in the minibar at hotel room
2.	Extent	Extension	The guest lengthen their stay in hotel more than they planned before in the beginning.

7. Derivation

No	Jargons	The Base Form	Meaning
1.	Landscaper	Landscape	A person who works to make a beautiful garden

8. Words

No	Word	Word Categories	Meaning
1.	Cancel	Verb	The guest cancel to stay at the hotel
2.	Completing	Noun	The room attendant are finishing to make up the room
3.	Deodorizing	Noun	Refreshing the room by spraying air freshener spray

4.	Maintenance	Noun	The act of keeping things in good condition by checking or fixing it regularly
5.	Ready	Adjective	The room is ready to be rent
6.	Spot	Noun	A small round area that has a different color or feels different from its surface
7.	Stain	Verb	To leave a mark that is hard to erase on something

9. Phrase

No	Phrase	Phrase Categories	Meaning
1.	Additional Cleaning	Verb Phrase	An extra cleaning is done because guests request to clean his/her room again
2.	American Style	Noun Phrase	A bed style that is used to make a bed with blanket
3.	Bed Configuration	Noun Phrase	Bed arrangement based on type of room
4.	Bed Runner	Noun Phrase	Pieces of vinyl that is applied to protect the sheets from getting dirty and also function to beautify the bed
5.	Carry Caddy	Noun Phrase	Cleaning supplies box for storing supplies and cleaning materials that are small
6.	Connecting Room	Noun Phrase	Rooms adjacent to each other with a door as a link
7.	Daily Cleaning	Noun Phrase	A cleaning that is done by housekeeping staff every day so that every places are clean because it will be used by the public or guests at the hotel.
8.	Daily Service	Noun Phrase	Rooms that are occupied by guests will be serviced daily by housekeeping staff
9.	Deluxe Room	Noun	Rooms that have a wider size and better

		Phrase	facilities than superior rooms
10.	Deluxe Suite Room	Noun Phrase	Rooms that have a wider area of 60 sqm that are facilitated with separate living room and work space
11.	Disable Room	Noun Phrase	Special room for disabled guests
12.	Disposal Bag	Noun Phrase	Bag to put wet trash like pads
13.	Door Sign	Noun Phrase	A sign that placed at the front door of the room to indicate the status of the room.
14.	Double Bed Room	Noun Phrase	One bed that has a double size from the standard size in one room
15.	Duvet Cover	Noun Phrase	Removable and washable covers, and can be installed on duvets as a blankets
16.	Duvet Insert	Noun Phrase	Fleece or soft material that is put into a large cloth bag to keep yourself warm
17.	Early Check Out	Adjective Phrase	Guests leave the hotel before the stay period expires because of personal matters
18.	Entering the Room	Verb Phrase	Housekeeping staff enter the room with policy and greeting to clean the room or check the room before <i>expected arrival</i>
19.	General Cleaning	Adjective Phrase	Complete cleaning hotel area or building in order to clean up impurities that cannot be removed only with a daily cleaning or regular cleaning program.
20.	Glass Squeezing	Noun Phrase	Clean the glass or window by wiping with wiper and spray
21.	Grand Master Key	Noun Phrase	A key that can open all the rooms in the hotel which are generally carried by the general manager
22.	Guest Amenities	Noun Phrase	Amenity that provided for the guests which it can take home or leave, for example

			soap, shampoo and toothbrushes
23.	Guest Complaint	Noun Phrase	The expressions of guest dissatisfaction with our service / treatment
24.	Guest Request	Noun Phrase	Guest want to borrow an item from housekeeping because guests do not bring the item.
25.	Guest Supplies	Noun Phrase	Equipment that needed by guests in the bathroom which it can't bring home or leave, for example shower, towel, kimono, etc.
26.	House Use	Noun Phrase	Rooms used by hotel staff during certain times
27.	King Bed	Noun Phrase	Larger or longer bed that usually measuring between 200cm x 200cm
28.	Linen Runner	Noun Phrase	A person who responsible to collecting linen, furnishing, towels, guest supplies, taking guest amenities' requests, supplies at the store, handling guest requests.
29.	Main Pool	Noun Phrase	Main Pool is the main swimming pool in the hotel that can be used by all guests
30.	Make up the Room	Verb Phrase	Room attendants clean, organize, and beautify the rooms so that guests feel comfortable
31.	Making Bed	Verb Phrase	make / arrange the bed using sheet or linen one by one starting from the bottom in the order
32.	Minibar Bill	Noun Phrase	A form to record the number of drinks and the price to be billed to guests
33.	Please Make up Room	Verb Phrase	A sign in front of the door that the guest is addressing to the room attendant to clean the room
34.	Queen Bed	Noun	Larger or longer bed that usually

		Phrase	measuring between 160cm x 200cm / 180cm x 200cm
35.	Room Attendant Control Sheet	Noun Phrase	A form for recording the use of tools, guest equipment, the amount of linen used when cleaning a room
36.	Room Key	Noun Phrase	The key of the room that only can be used to lock and unlock one room
37.	Room Status	Noun Phrase	The status of the room whether it occupied, vacant, dirty or clean
38.	Room Section	Noun Phrase	A section that is responsible to clean and make up the room
39.	Sanitary Equipment	Noun Phrase	Guest equipment that must be equipped such as soap, sanitary pads, etc.
40.	Single Bed Room	Noun Phrase	One bed in a room that the larger measuring between 100cm x 200cm
41.	Stripping Bed	Noun Phrase	The process of taking or lifting dirty or <i>soil</i> <i>linen</i> by room attendant
42.	Stripping Floor	Noun Phrase	The process of get rid of hard floors or stubborn stains
43.	Towel Folding	Noun Phrase	Towels are folded to form an object usually like geese, elephants, etc. to beautify the room decoration that is usually intended for guests who do honeymoon
44.	Triple Bed Room	Noun Phrase	Bedroom with three beds that the size are about 110cm
45.	Turn Down Bed Service	Verb Phrase	The service that is usually done in the afternoon by the room attendant to tidy up the bed
46.	Twin Bed Room	Noun Phrase	Bedroom with two beds that the size are about 39-70 inches

Appendix 6. The Result of Data Analysis

No	Word Formation	Amount	Percentage
1.	Abbreviation	37	35.57%
2.	Borrowing	2	1.92%
3.	Clipping	1	0.96%
4.	Compounding	8	7.69%
5.	Back Formation	2	1.92%
6.	Derivation	1	0.96%
7.	Verb	2	1.92%
8.	Adjective	1	0.96%
9.	Noun	4	3.84%
10.	Verb Phrase	6	5.76%
11.	Adjective Phrase	2	1.92%
12.	Noun Phrase	38	36.53%
Total		104	100%

