

**AN ANALYSIS OF LANGUAGE FUNCTION AND LANGUAGE
EXPRESSION USED BY GUEST SERVICE AGENT AT HOTEL
PURI SARON LOVINA BARUNA BEACH COTTAGES**

By

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis beberapa masalah yang secara khusus berfokus pada fungsi dan ekspresi bahasa yang digunakan oleh Agen Layanan Tamu di Hotel Puri Saron Lovina. Dengan menggunakan pendekatan deskriptif kualitatif, penelitian ini melibatkan lima orang resepsionis yang memenuhi kriteria partisipasi yang telah ditetapkan. Pengumpulan data mengikuti serangkaian langkah, dimulai dengan observasi, dan berlanjut ke wawancara, yang dicatat keakuratannya dengan menggunakan peralatan audio. Data yang dikumpulkan kemudian diperiksa secara sistematis, dengan perhatian khusus diberikan pada analisis tata bahasa. Kajian ini mengidentifikasi delapan fungsi dan ekspresi bahasa utama yang digunakan oleh lima resepsionis, antara lain, 1) Meminta Pendapat, 2) Memberi Pendapat, 3) Meminta Arah, 4) Memberi Arah, 5) Setuju, 6) Tidak Setuju, 7) Keluhan, 8) Salam. Bab ini telah memberikan gambaran komprehensif tentang fungsi dan ekspresi bahasa yang digunakan oleh Staf Front Office, khususnya Agen Layanan Tamu dan Resepsionis, di Hotel Puri Saron Lovina Baruna Beach Cottages. Melalui observasi dan wawancara sistematis, kami mengidentifikasi serangkaian fungsi bahasa yang penting untuk komunikasi efektif dalam konteks perhotelan.

Kata Kunci: *Analisis Fungsi Bahasa Dan Ekspresi Bahasa, Agen Layanan Tamu, Hotel Puri Saron Lovina*

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