

REFERENCES

- Allan, K., & Burridge, K. (2006). *Forbidden words: Taboo and the censoring of language*. Cambridge University Press.
- Aristyawati, N. L., Budasi, I. G., & Wedhanti, N. K. (2020). An analysis of jargons used by the housekeeping department at The Lovina Bali Hotel. *Indonesian Journal of Educational Research and Review*, 3(2), 72–80. <https://doi.org/10.23887/ijerr.v3i2.26537>
- Aristyawati, N. L., Budasi, I. G., & Wedhanti, N. K. (2020). *An analysis of jargons used by the housekeeping department at The Lovina Bali Hotel*. *Indonesian Journal of Educational Research and Review*, 3(2), 72–80. <https://doi.org/10.23887/ijerr.v3i2.26537>
- Barustyawati, A. A. S. (2015). *Tourism in words: Vocabulary and English for hospitality industry*. Undiksha Press.
- Basturkmen, H. (2010). *Developing courses in English for specific purposes*. Palgrave Macmillan.
- Bhowmik, D. (2024). Guest insight regarding service quality in hotels. *Journal of Digital Media & Communication*, 4(1), 1–15.
- Biber, D., Conrad, S., & Reppen, R. (2007). *Corpus linguistics: Investigating language structure and use*. Cambridge University Press.
- Blue, G. M., & Harun, M. (2003). Hospitality language as a professional skill. *English for Specific Purposes*, 22(1), 73–84.
- Budasi, I. G. (2013). Developing English for Specific Purposes (ESP) materials based on needs analysis. *Jurnal Pendidikan Bahasa Inggris Indonesia*, 1(2), 1–10. Universitas Pendidikan Ganesha.
- Budasi, I. G. (2015). *English for Specific Purposes*. Graha Ilmu.
- Chan, A. (2001). English in the international hotel industry. *English for Specific Purposes*, 20(3), 313–333.
- Creswell, J. W. (2014). *Research design: Qualitative, quantitative, and mixed methods approaches* (4th ed.). SAGE Publications.
- Crystal, D. (2003). *English as a global language* (2nd ed.). Cambridge University Press.
- Crystal, D. (2008). *A dictionary of linguistics and phonetics* (6th ed.). Oxford: Blackwell Publishing.

- Febbyriane, S. T., & Febrianto, A. R. (2025). *Investigating the needs and challenges of enhancing English proficiency among hotel staff in Semarang, Indonesia*. *Jurnal Bahasa Lingua Scientia*.
<https://doi.org/10.21274/ls.2025.17.1.45-69>
- Finegan, E. (2012). *Language: Its structure and use* (6th ed.). Boston, MA: Cengage Learning.
- Fromkin, V., Rodman, R., & Hyams, N. (2011). *An introduction to language* (9th ed.). Wadsworth Cengage Learning.
- Guntoro, Y. T. (2021). *ESP course design for Indonesian hotel industry: Need analysis*. *English Learning Innovation*, 2(2), 52–61.
<https://doi.org/10.22219/englie.v2i2.17041>
- Harahap, M. F. P., & Arini, R. (2025). *English speaking training for hotel staff: A study on perception*. *Jurnal Ilmiah Wahana Pendidikan*.
<https://doi.org/10.5281/zenodo.14424304>
- Holmes, J. (2013). *An introduction to sociolinguistics* (4th ed.). Routledge.
- Hutchinson, T., & Waters, A. (1987). *English for specific purposes: A learning-centered approach*. Cambridge University Press.
- Hutchinson, T., & Waters, A. (1990). *English for specific purposes: A learning-centred approach*. Cambridge: Cambridge University Press.
- Ivancevich, J. M., Konopaske, R., & Matteson, M. T. (2014). *Organizational behavior and management* (10th ed.). New York, NY: McGraw-Hill Education.
- Jain, V., Wirtz, J., Salunke, P., Nunkoo, R., & Sharma, A. (2023). Luxury hospitality: A systematic literature review and research agenda. *International Journal of Hospitality Management*, 115, 103597. <https://doi.org/10.1016/j.ijhm.2023.103597>
- Journal of Education, Learning and Development*.
- Juddin, M. N. M. (2017). *The jargon used by employees of Food and Beverage Service (FBS Division) at hotels*. *LET: Linguistics, Literature and English Teaching Journal*, 7(1), 93–119. <https://doi.org/10.18592/let.v7i1.1514>
- Katamba, F. (2005). *English words: Structure, history, usage* (2nd ed.). London: Routledge.
- Keyton, J. (2011). *Communication and Organizational Culture: A Key to Understanding Work Experiences*. Sage Publications.

- Lashley, C. (2018). *Hospitality management: A brief introduction*. Sage Publications.
- Lou, K., & Ren, X. (2021). The impact of service communication on guest satisfaction in the hotel industry. *International Journal of Hospitality Management*, 95, 102921. <https://doi.org/10.1016/j.ijhm.2021.102921>
- Ma'fiah, I. (2023). English language needs for hotel service and ESP program. *Journal of International English Communication Research*.
- Marantika, P. D., Budasi, I. G., & Wedhanti, N. K. (2020). An analysis of jargons used by the human resources department at The Lovina Bali. *Jurnal Pendidikan Bahasa Inggris Undiksha*, 8(1), 25–29.
- Miles, M. B., Huberman, A. M., & Saldaña, J. (2014). *Qualitative data analysis: A methods sourcebook* (3rd ed.). SAGE Publications.
- Nugraha, I. G. S. D. (2021). *Communication strategies applied by front office staff*. *Jurnal Pendidikan Bahasa Inggris Undiksha*, 9(3). <https://doi.org/10.23887/jpbi.v9i3.32450>
- Nurdiana, N. (2025). Developing corpus-based English teaching materials for hotel staff. *English Journal of Applied Linguistics*, 3(1). <https://doi.org/10.70052/eja.v3i1.969>
- O'Grady, W., & Archibald, J. (2016). *Contemporary linguistic analysis: An introduction (8th ed.)*. Toronto: Pearson Canada.
- Olawuyi, O. S. (2025). A bibliometric analysis of service quality in the hospitality industry. *Administrative Sciences*, 15(6), 215. <https://doi.org/10.3390/admsci15060215>
- Panagiotopoulos, G., Giannouli, D., & Karanikola, Z. (2018). the Contribution of in-Company
- Perdomo-Verdecia, V., Hernández-Lara, A. B., & Serradell-López, E. (2024). An fsQCA analysis of service quality for hotel customer satisfaction. *International Journal of Hospitality Management*, 119, 103756. <https://doi.org/10.1016/j.ijhm.2024.103756>
- Pradipta, K. T. (2017). An analysis of jargons used by receptionists in front office at Grand Istana Rama Hotel. *Jurnal Pendidikan Bahasa Inggris Undiksha*, 5(2), 1–9.
- Prima, S. (2022). *A study of perception of the importance of English language skills among Indonesian hotel employees*. *J-SHMIC: Journal of English for Academic*, 9(1), 73–86. [https://doi.org/10.25299/jshmic.2022.vol9\(1\).8972](https://doi.org/10.25299/jshmic.2022.vol9(1).8972)

- Putra, N. R., & Lestari, P. (2023). English communication skills and service performance: Evidence from five-star hotels in Bali. *Journal of Tourism and Hospitality Education*, 15(1), 45–56.
- Putri, D. A., Rahman, A., & Sari, M. (2018). English needs of hotel employees in five-star hotels. *Journal of English for Tourism*, 6(2), 89–98.
- Wulandari, N. L. M., & Rahmawati, P. I. (2020). Analisis kebutuhan Bahasa Inggris pramusaji di hotel berbintang lima di Bali. *Jurnal Manajemen Pelayanan Hotel*, 3(1), 1–10. <https://doi.org/10.23887/jmpp.v3i1.28990>
- Putri, N. E., Kher, D. F., Rani, Y. A., & Ramli, A. J. (2018). English for specific purposes: English language needs in hospitality and travel industry. *International Journal of Multidisciplinary Research of Higher Education*, 1(1), 1–17. <https://doi.org/10.24036/ijmurhica.v1i1.8>
- Richards, J. C. (2001). *Curriculum development in language teaching*. Cambridge University Press.
- Saputra, G. W., & Nugraha, I. G. P. (2024). Penerapan standard operating procedure (SOP) dalam meningkatkan pelayanan room service di Hotel Bali Niksoma Boutique Beach Resort. *Jurnal Manajemen Perhotelan dan Pariwisata*, 8(1).
- Satrio, I. B. (2025). Mapping the English language needs of Indonesian hotel staff. *IDEAS Journal*.
- Satrio, I. B., Hustarna, & Yanto. (2025). Mapping the English language needs of Indonesian hotel staff: A systematic literature review. *IDEAS: Journal on English Language Teaching and Learning, Linguistics and Literature*, 13(2). <https://doi.org/10.24256/ideas.v13i2.8394>
- Siti Lathifah. (2023). *An analysis of jargons used by receptionists in front office hotels at Lombok*. *International Journal of Social Science*, 3(4), 529–538. <https://doi.org/10.53625/ijss.v3i4.7166>
- Smith, A., & Jones, R. (2022). Service expressions and staff–guest communication in hotel room service. *Journal of Hospitality and Tourism Communication*, 12(3), 233–252.
- Sudantari, N. M., Padmadewi, N. N., & Dewi, K. S. (2019). *The use of verbal and non-verbal communication by front office staff to guests at Double-Six Luxury Hotel Seminyak*. *Jurnal Pendidikan Bahasa Inggris Undiksha*, 7(2). <https://doi.org/10.23887/jpbi.v7i2.20414>

- Sumertha, P. A., Suputra, P. E. D., & Suprianti, G. A. P. (2021). An analysis of the jargon expressions in the cruise line. *PRASI: Jurnal Bahasa, Seni, dan Pengajarannya*, 16(2), 67–81. <https://doi.org/10.23887/prasi.v16i02.30549>
- Suri, E. M., & Bawamenewi, D. K. (2025). Implementasi English for Specific Purposes (ESP) dalam pembelajaran Bahasa Inggris. *Ekasakti Jurnal Penelitian dan Pengabdian*, 5(2), 278–287. <https://doi.org/10.31933/ejpp.v5i2.1312>
- Sutarma, P., Budasi, I. G., & Suarnajaya, I. W. (2017). An analysis of jargon used by waiters and waitresses in food and beverage at Krisna Beach Street Singaraja. *Jurnal Pendidikan Bahasa Inggris Undiksha*, 5(2). <https://doi.org/10.23887/jpbi.v5i2.12404>
- Taslim, M. (2024). *Proficiency in English for describing hotel room services: A study of hotel employees*. *INTERACTION: Jurnal Pendidikan Bahasa*, 11(2), 173–182. <https://doi.org/10.36232/interactionjournal.v11i2.2187>
- Tran, D. T., Nguyen, N., & Pham, T. (2025). Satisfaction with response: The impact on potential guests' perceived service quality and intention to stay. *Journal of Hospitality and Tourism Insights*, 8(2). <https://doi.org/10.1016/j.jhti.2025.100014>
- Villamin, A. M., et al. (2024). *A worked example of qualitative descriptive design*.
- Walker, J. R. (2017). *Introduction to hospitality management* (5th ed.). Pearson Education.
- Wardhaugh, R. (2002). *An Introduction to Sociolinguistics*. New York: Longman.
- Wardhaugh, R. (2006). *An introduction to sociolinguistics* (5th ed.). Blackwell Publishing.
- Wedhanti, N. K., & Budasi, I. G. (2021). Analysis of jargon used in the hotel. In *Proceedings of the 2nd International Conference on Technology and Educational Science (ICTES 2020)* (pp. 1171–1178). Atlantis Press. <https://doi.org/10.2991/assehr.k.210407.252>
- Widayanti, K. S., & Nugraha, I. G. P. (2024). Dampak penggunaan aplikasi H-Butler terhadap efisiensi standard operating procedure check in dan check out di Ayana Resort and Spa Bali. *Jurnal Manajemen Perhotelan dan Pariwisata*, 8(1).
- Wirahadi Putra, G. H. (2021). *Strategies and language expressions used in guest engagement at U Paasha Seminyak Hotel under new normal condition* (Undergraduate thesis, Universitas Pendidikan Ganesha). <https://repo.undiksha.ac.id/7517/>
- Wulanda, O. D., Wibowo, A., Lubis, A. L., & Fatimah, Z. (2024). Peran komunikasi interpersonal dalam meningkatkan pengalaman tamu di hotel. *Jurnal Mekar*, 3(1), 19–24. <https://doi.org/10.59193/jmr.v3i1.287>

- Wulandari, N. L. M., & Rahmawati, P. I. (2020). Analisis kebutuhan bahasa Inggris pramusaji di hotel berbintang lima di Bali. *Jurnal Manajemen Perhotelan dan Pariwisata*, 3(1). <https://doi.org/10.23887/jmpp.v3i1.28990>
- Xenia, T. (2025). Hoteliers' needs analysis in a five-star hotel: ESP course development perspective. *Journal of English Language Education*.
- Yule, G. (2010). *The study of language* (4th ed.). Cambridge University Press.

