

APPENDICES

APPENDIX 1 PERMISSION LETTER



KEMENTERIAN PENDIDIKAN TINGGI, SAINS,
DAN TEKNOLOGI
UNIVERSITAS PENDIDIKAN GANESHA
FAKULTAS BAHASA DAN SENI
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Laman: fbs.undiksha.ac.id

Nomor : 828 /UN48.7.1/ TA.00.03/2026 01 April 2026
Lamp : -
Hal : Permohonan Izin Observasi Awal Proposal Skripsi

Yth.
Manajer In Room Dining The St. Regis Bali Resort (Heru Kristiawan)
di Badung

Dalam rangka pengumpulan data awal penyusunan proposal skripsi, dengan hormat kami mohon bantuan Bapak/Ibu untuk mengizinkan mahasiswa di bawah ini mengumpulkan data yang diperlukan pada institusi yang Bapak/Ibu pimpin :

Nama : Kadek Celsi Ota Obelia
NIM : 2112021123
Jurusan : Bahasa Asing
Program Studi : Pendidikan Bahasa Inggris
Jenjang : S1
Tahun Akademik : 2025/2026

Demikian kami sampaikan permohonan ini, atas perhatian dan bantuan Bapak/Ibu, kami ucapkan terima kasih.

a.n. Dekan,
Wakil Dekan I,

Ni Luh Putu Eka Sulistia Dewi
NIP. 198104192006042002

Tembusan :

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



Catatan :

- UU ITE No. 11 Tahun 2008 Pasal 5 ayat 1 "Informasi Elektronik dan/atau Dokumen Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini tertanda ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BsrE. Surat ini dapat dibuktikan keasliannya dengan menggunakan *qr code* yang telah tersedia

**SURAT REKOMENDASI PEMBIMBING
UNTUK PENGUMPULAN DATA SKRIPSI/TA**

Saya yang bertanda tangan di bawah ini:

Nama : Prof. Dr. I Gede Budasi, M.Ed.
NIP : 195812311985031022
Jurusan : Bahasa Asing
Prodi : S1 Pendidikan Bahasa Inggris
Jabatan : Pembimbing I

Nama : Dr. Nyoman Karina Wedhanti, S.Pd., M.Pd.
NIP : 198204212008122003
Jurusan : Bahasa Asing
Prodi : S1 Pendidikan Bahasa Inggris
Jabatan : Pembimbing II

Memberikan rekomendasi dan persetujuan kepada:

Nama Mahasiswa : Kadek Celsi Ota Obelia
NIM : 2112021123
Jurusan : Bahasa Asing
Program Studi : S1 Pendidikan Bahasa Inggris

Untuk melaksanakan pengumpulan data di The St. Regis Bali Resort dalam rangka penelitian untuk menyelesaikan skripsi/tugas akhir yang berjudul:

**" THE JARGON USED IN IN-ROOM DINING SERVICE AT THE ST. REGIS BALI
RESORT"**

Kami menyatakan bahwa penelitian yang akan dilakukan oleh mahasiswa tersebut telah sesuai dengan bidang kajian yang relevan dan telah dinyatakan lulus proses seminar proposal. Instrumen yang digunakan untuk pengumpulan data sudah tervalidasi sehingga mahasiswa dapat melanjutkan proses tahap pengumpulan data.

Demikian surat rekomendasi ini saya buat dengan sebenarnya, untuk dapat digunakan sebagaimana mestinya.

Singaraja, 1 May 2026

Pembimbing I



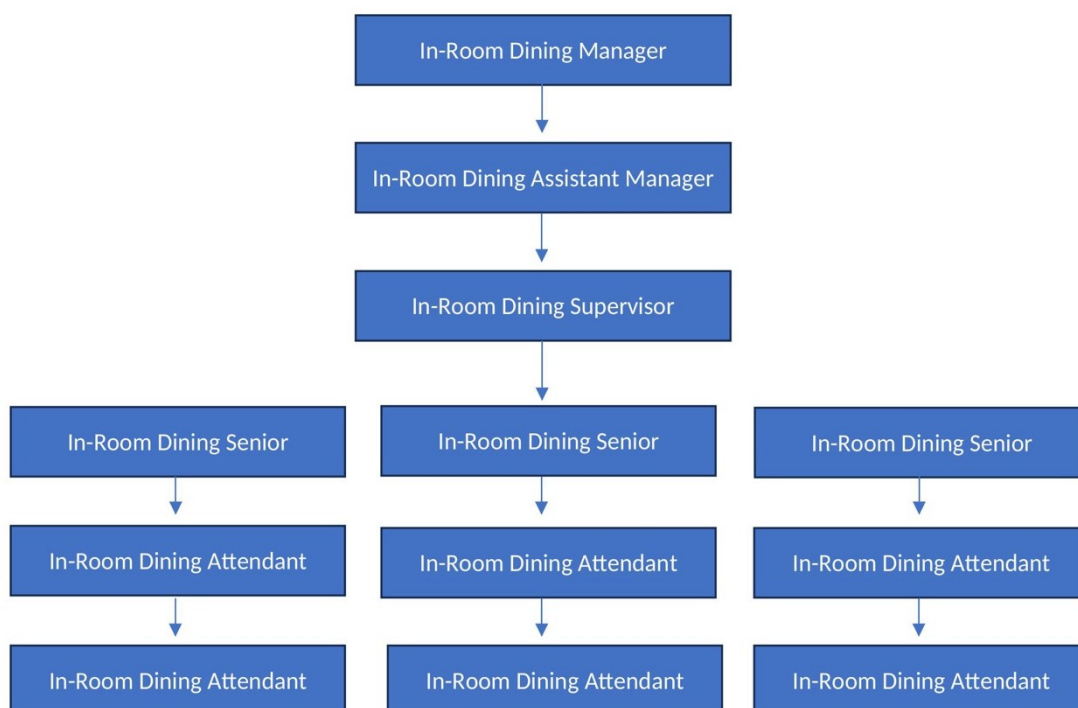
Prof. Dr. I Gede Budasi, M.Ed.
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Pembimbing II



Dr. Nyoman Karina Wedhanti, S.Pd., M.Pd.
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APPENDIX 2 ORGANIZATIONAL CHARTS



APPENDIX 3 CHECKLIST

Research Title: **Jargon Used in the In Room Dining Department at The St. Regis Bali Resort**

Location: In Room Dining Office, The St. Regis Bali Resort

Date: 14 February – 16 March

Observer: Kadek Celsi Ota Obelia

No	Category	Observation Indicators	Yes (✓)	No (✓)	Notes
1	Organizational Structure	In-Room Dining Manager supervises departmental operations.	✓		Observed supervising overall departmental operations.
2	Organizational Structure	In-Room Dining Supervisor monitors daily service activities.	✓		Observed monitoring daily service operations.

3	Organizational Structure	In-Room Dining Coordinator supports service coordination.	✓		Observed coordinating operational and administrative activities.
4	Organizational Structure	In-Room Dining Attendants perform guest service duties.	✓		Observed handling guest orders and service delivery.
5	Organizational Structure	Duties and responsibilities are distributed according to position.	✓		Observed through role allocation within the department.
6	Organizational Structure	Staff demonstrate awareness of their assigned responsibilities.	✓		Observed during daily activities.
7	Organizational Structure	Operational instructions are delivered through the organizational hierarchy.	✓		Observed through daily supervision and coordination.
8	Organizational Structure	Coordination among positions supports daily operations.	✓		Observed through teamwork and departmental communication.
9	Communication Chain	Guest orders are received by In-Room Dining staff.	✓		Observed during guest order handling.
10	Communication Chain	Guest requests are communicated to the kitchen.	✓		Observed during order coordination with kitchen staff.
11	Communication Chain	Food preparation information is communicated between departments.	✓		Observed during service coordination activities.
12	Communication Chain	Order status updates are communicated among staff.	✓		Observed during service monitoring and follow-up.
13	Communication Chain	Food delivery is coordinated before service is provided.	✓		Observed during food delivery preparation.

14	Communication Chain	Service completion is confirmed with guests.	✓		Observed after service delivery activities.
15	Communication Chain	Staff communicate with Front Office regarding guest information.	✓		Observed during guest-related coordination.
16	Communication Chain	Staff communicate with kitchen personnel during service operations.	✓		Observed during food preparation and order handling.
17	Communication Chain	Information is shared among staff to support service delivery.	✓		Observed through daily operational communication.
18	Communication Chain	Communication follows the service process from order taking to delivery.	✓		Observed throughout the service sequence.
19	Communication Chain	Communication technology is used during operations.	✓		Observed through the use of operational communication devices.
20	Communication Chain	Coordination occurs during busy service periods.	✓		Observed during peak operational hours.
21	Jargon Usage	Staff use specialized hospitality vocabulary during communication.	✓		Observed during workplace communication.
22	Jargon Usage	Staff use single-word jargon during communication.	✓		Observed during daily service activities.
23	Jargon Usage	Staff use phrase-based jargon during communication.	✓		Observed during operational communication.
24	Jargon Usage	Staff use acronyms during communication.	✓		Observed through the use of operational acronyms.

25	Jargon Usage	Staff use abbreviations during communication.	✓		Observed during interdepartmental communication.
26	Jargon Usage	Jargon is used during guest order handling.	✓		Observed while processing guest orders.
27	Jargon Usage	Jargon is used during food delivery coordination.	✓		Observed during service delivery preparation.
28	Jargon Usage	Jargon is used during communication with other departments.	✓		Observed during interdepartmental coordination.
29	Jargon Usage	Jargon helps staff communicate efficiently.	✓		Observed through concise operational communication.
30	Jargon Usage	Jargon is used consistently among In-Room Dining staff.	✓		Observed throughout daily workplace interactions.

APPENDIX 4 INTERVIEW GUIDE

1. INTERVIEW GUIDE

Participant Information

- Interview Code:
- Position:
- Date:
- Duration:

1. INFORMANT 1

In-Room Dining Manager

Organizational Structure

2. Can you explain the organizational structure of the In-Room Dining Department?

3. What are the responsibilities of each position within the department?
4. How do you ensure that daily operations run according to departmental standards?
5. How are tasks and responsibilities distributed among employees?
6. How does the organizational structure support service quality?

Communication Chains

6. How does communication flow within the department during daily operations?
7. How does the department coordinate with the kitchen?
8. How does the department coordinate with Front Office?
9. How is information regarding guest requests communicated among staff?
10. What communication systems or technologies are commonly used?

Jargon Usage

11. What types of jargon are commonly used in the department?
12. Why are these jargon terms important in daily operations?
13. How do new employees learn the jargon used in the department?
14. How does jargon support communication efficiency?
15. In your opinion, what role does jargon play in maintaining service quality?

7. INFORMANT 2

In-Room Dining Supervisor

Organizational Structure

1. What are your responsibilities as an In-Room Dining Supervisor?
2. How do you supervise daily activities?
3. How do you coordinate staff during service periods?
4. How are instructions communicated to employees?

Communication Chains

5. Can you explain the process from receiving an order until service completion?
6. How do you communicate with kitchen staff regarding guest orders?
7. How do you coordinate with Front Office?
8. What usually happens when there are changes to guest requests?
9. How do you manage communication during busy service periods?

Jargon Usage

10. What jargon terms do staff use most frequently?
11. In what situations are these terms used?
12. Why is jargon important during service operations?
13. Does jargon help reduce misunderstandings among staff?
14. Are there any jargon terms that are unique to In-Room Dining?
15. How do employees become familiar with these terms?

8. INFORMANT 3

Senior In-Room Dining Staff

Organizational Structure

1. Can you describe your role in daily operations?
2. How do you coordinate with supervisors and other staff members?
3. How does the organizational structure affect your daily work?

Communication Chains

4. How do you handle guest orders during your shift?
5. How do you communicate with the kitchen regarding guest requests?
6. How do you coordinate with Front Office when needed?
7. What communication tools do you commonly use?
8. How is information shared among team members?

Jargon Usage

9. What jargon terms do you use most often?
10. What do those terms mean?
11. Why do staff prefer using jargon during communication?
12. How does jargon help you perform your duties?
13. Are there any jargon terms that new staff usually find difficult to understand?
14. Do you think jargon improves communication efficiency? Why?
15. Can you share examples of jargon commonly used during service operations?

9. INFORMANT 4

In-Room Dining Staff

Daily Operations

1. What are your main responsibilities during your shift?
2. How do you usually handle guest orders?
3. Who do you usually coordinate with during service activities?
4. How do you receive information regarding guest requests?

Communication Chains

5. How do you communicate with kitchen staff?
6. How do you communicate with supervisors?
7. What communication tools are commonly used during operations?
8. What usually happens when there is a special guest request?

Jargon Usage

9. What special terms or expressions do staff frequently use?
10. Can you give examples of jargon used during daily operations?
11. What do those terms mean?
12. When do you usually use those terms?
13. How did you learn the jargon used in the department?

14. Does jargon help communication become easier? Why?

15. Is there any jargon that is only understood by In-Room Dining staff?

APPENDIX 5 ACRONYM

No	Jargon	Meaning
1	VIP	A guest who receives priority attention, personalized arrangements, and enhanced hospitality services due to their status, loyalty level, or special importance to the hotel.
2	DND	A room status indicating that the guest does not wish to be disturbed by hotel employees or service activities during a specific period.
3	GXP	A Marriott system used to manage guest feedback, service requests, preferences, complaints, and service recovery activities to enhance guest satisfaction.
5	POTD	A daily operational task, priority, or focus assigned to employees to support service quality and departmental objectives.
6	BSA	An evaluation process conducted to ensure that hotel operations comply with Marriott brand standards, service procedures, and operational requirements.
7	LQA	An independent quality assessment program used to evaluate luxury hospitality service standards, guest experiences, and operational performance.
8	B2B	A room occupancy situation where one guest checks out and another guest checks into the same room on the same day.
9	VD	A room status indicating that the room is unoccupied but has not yet been cleaned after the previous guest's departure.
10	VC	A room status showing that the room is unoccupied, cleaned, and ready for guest arrival.
11	VC PASS	A room status indicating that the room has been cleaned, inspected, and approved for guest occupancy.
12	VP	A room status indicating that the room has passed inspection and is available for operational use or guest assignment.
13	OOO	A room status indicating that the room is temporarily unavailable for sale due to maintenance issues, repairs, or operational reasons.
14	OD	A room status showing that the room is occupied by a guest and currently requires housekeeping service or cleaning attention.
15	POA	A payment arrangement requiring guests to settle accommodation charges upon arrival at the hotel.

16	EA	A guest reservation status indicating that the guest is scheduled to arrive on a specific date.
17	ED	A guest reservation status indicating that the guest is scheduled to check out on a specific date.
18	TBA	An operational status indicating that specific information is not yet available and will be communicated later.
19	FUG	A complimentary room upgrade provided to guests without additional charges, usually based on availability, loyalty status, or special arrangements.
20	FOC	A product, service, or amenity provided to guests without additional payment as part of hospitality service or service recovery.
21	TAT	A specially prepared miniature afternoon tea presentation consisting of selected pastries, desserts, and beverages served in a compact format.
22	AMEX	An internationally recognized payment card accepted by the hotel for guest transactions, accommodation charges, and hospitality services.

APPENDIX 6 CLIPPING

No	Jargon	Meaning
1	C/I	The arrival process where guests' complete registration and officially begin their stay at the hotel.
2	C/O	The departure process during which guests settle their accounts, return room facilities, and complete their stay.
3	I/H	A status indicating that a guest is currently staying at the hotel and actively occupying a room or villa.

APPENDIX 7 COINAGE

No	Jargon	Meaning
1	Infrasys	A hotel operational system used to process and manage food and beverage orders.
2	Marriot Bonvoy	Marriott International's loyalty membership program that provides rewards and exclusive benefits for guests.
3	Gourmet Pass	A dining benefit program that offers exclusive privileges and promotions within hotel restaurants and outlets.
4	Ambassador Sevice	A personalized service concept designed to deliver enhanced luxury guest experiences.

5	INA Amenities	A designated category of guest amenities prepared according to hotel operational standards.
6	IND Amenities	A designated amenity category prepared for specific guest recognition and service purposes.

APPENDIX 8 COMPOUNDING

No	Jargon	Meaning
1	Room Service	Food and beverage service delivered directly to guest rooms or villas.
2	Guest Preference	Information regarding guest likes, dislikes, habits, and service expectations.
3	Food Preference	Information regarding guest likes, dislikes, and service expectations.
4	Special Request	Additional requests made by guests beyond standard service provisions.
5	Breakfast Box	A packaged breakfast prepared for guests who require a convenient meal option.
6	Floating Breakfast	A breakfast presentation served on a floating tray, usually in a private pool.
7	Afternoon Tea	A dining experience featuring tea, pastries, sandwiches, and light refreshments served during the afternoon.
8	Welcome Amenity	Complimentary items prepared to welcome guests upon arrival.
9	Birthday Arrangement	A special room setup or service arrangement prepared for birthday celebrations.
10	In-Villa BBQ	A private barbecue dining experience arranged within a guest's villa.
11	Pick-Up Time	The scheduled time for collecting items or providing a requested service.
12	Delivery Time	The scheduled time for delivering food, beverages, or guest requests.

13	Room Charge	A payment method in which charges are posted directly to a guest room account.
14	Food Checker	An employee responsible for verifying food accuracy before delivery.
15	Hot Box	An insulated container used to maintain food temperature during delivery.
16	Tray Setup	The arrangement of dining equipment and food presentation before service.
17	Guest Complaint	A concern or dissatisfaction expressed by a guest regarding hotel services.
18	Service Recovery	Actions taken to resolve service failures and restore guest satisfaction.
19	House Briefing	A pre-shift meeting conducted to communicate service information and updates.
20	Master Key	A key that provides authorized access to multiple guest rooms or operational areas.
21	Access Card	An electronic card used to access guest rooms or restricted hotel areas.
22	Turn Down Service	An evening housekeeping service prepared to enhance guest comfort.
23	Repeat Order	An additional order placed by a guest after a previous order.

APPENDIX 9 PHRASE

No	Jargon	Meaning
1	Make Up Room	A request indicating that a guest room should be cleaned and prepared by housekeeping staff.
2	Taking Order	The process of receiving and recording guest food and beverage requests.
3	Order Confirmation	The process of verifying guest orders before preparation or delivery.
4	Allergic Dietary	Dietary requirements related to food allergies that must be considered during meal preparation.
5	Food Restriction	Limitations on food consumption based on dietary, medical, religious, or personal reasons.

6	VIP Guest	A guest who receives special attention and personalized services due to status or importance.
7	Pre-Order	An order placed by a guest before the requested service time to ensure preparation and timely delivery.
8	Beverage Complimentary	Complimentary beverages provided by the hotel without additional charges.
9	Special Delight	A personalized amenity or surprise prepared to enhance the guest experience.
10	City Ledger	A billing account used to record charges billed to companies or external accounts.
11	Cash Basis	A payment arrangement in which transactions are settled directly in cash.
12	On-Call Service	A service provided upon guest request whenever needed.
13	Minibar Consumption	The use of minibar products by guests during their stay.
14	In-House Guest	A guest who is currently staying at the hotel.
15	Distinctive Moments	Unique experiences designed to create memorable guest stays.
16	Wellness Programme	Activities or services focused on guest health and well-being.
17	Continuous Stay	A guest stay that extends beyond the originally scheduled departure date.

APPENDIX 10 WORD

No	Jargon	Meaning
1	Butler	A hospitality professional responsible for providing personalized guest services.
2	Revenue	Income generated from hotel products and services.
3	Cover	The number of guests served or expected to be served in a dining operation.
4	Gastronomy	The art and practice of preparing, presenting, and appreciating food and beverages.
5	Occasion	A special event or celebration recognized during a guest's stay.
6	Runner	An employee responsible for delivering food, beverages, or operational items.
7	Homebase	A designated operational area used as a primary work station by employees.