

**THE IDENTIFICATION OF PROCEDURES AND
LANGUAGE EXPRESSIONS USED IN HANDLING GUESTS BY
WAITERS/WAITRESSES AT MOONLITE KITCHEN AND BAR OF
ANANTARA SEMINYAK BALI RESORT**

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ABSTRACT

This study focused on identifying the procedures and language expressions in handling guests which were used by waiters/waitresses at Moonlite Kitchen and Bar of Anantara Seminyak Bali Resort. The subjects were three waiters/waitresses at Anantara Seminyak Bali Resort. The instruments used in collecting the data were interview guide, note used for take a note the data and hand phone used for record the interview . After obtaining the data from the interview, it can be concluded that there were fifteen procedures and forty five language expressions used by three waiters/waitresses at Anantara Seminyak Bali Resort.

Keywords: Guests, Procedures, Language Expressions, Waiters/waitresses.

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ABSTRAK

Penelitian ini berfokus pada mengidentifikasi prosedur dan ekspresi bahasa dalam menangani tamu yang digunakan oleh pelayan / pelayan di Moonlite Kitchen and Bar di Anantara Seminyak Bali Resort. Subjek penelitian adalah tiga pramusaji di Anantara Seminyak Bali Resort. Instrumen yang digunakan dalam mengumpulkan data adalah panduan wawancara, catatan digunakan untuk mencatat data dan telepon genggam yang digunakan untuk merekam wawancara. Setelah mendapatkan data dari wawancara, dapat disimpulkan bahwa ada lima belas prosedur dan empat puluh lima ekspresi bahasa yang digunakan oleh tiga pelayan / pelayan di Anantara Seminyak Bali Resort.

Kata kunci: Tamu, Prosedur, Ekspresi Bahasa, Pelayan / Pelayan.