

**THE IDENTIFICATION OF LANGUAGE
EXPRESSIONS AND FUNCTIONS IN HANDLING
CHECK-IN AND CHECK-OUT BY RECEPTIONISTS
AT U-PAASHA SEMINYAK**



**PROGRAM STUDI D III BAHASA INGGRIS
JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA
SINGARAJA**

2020



**THE IDENTIFICATION OF LANGUAGE
EXPRESSIONS AND FUNCTIONS IN HANDLING
CHECK-IN AND CHECK-OUT BY RECEPTIONISTS
AT U-PAASHA SEMINYAK**

TUGAS AKHIR

Diajukan kepada

Universitas PendidikanGanesha

Untuk memenuhi salah satu persyaratan

Dalam Menyelesaikan Program Diploma Tiga

Program Studi Diploma III BahasaInggris

Oleh

Kadek Yudha Septiawan

NIM 1702041013

PROGRAM STUDI D III BAHASA INGGRIS

FACULTY OF LANGUAGES AND ARTS

GANESHA UNIVERSITY OF EDUCATION

SINGARAJA

2020

TUGAS AKHIR

**DIAJUKAN UNTUK MELENGKAPI TUGAS
DAN MEMENUHI SYARAT-SYARAT
UNTUK MENCAPI GELAR AHLI MADYA**



Pembimbing I,

Made Dharma Susena Suyasa, S.S., M.Hum.
NIP. 197607142008121002

Pembimbing II,

Putu Ayu Prabawati Sudana, S.Pd.,M.Hum.
NIP. 198401252008122003

Lembar Persetujuan Dosen Pengaji Tugas Akhir

Tugas akhir oleh Kadek Yudha Septiawan ini

Telah dipertahankan didepan dewan pengaji

Pada hari, tanggal : Selasa, 14 Juli 2020

Dewan Pengaji


Dr. Dewa Putu Ramendra, S.Pd.,M.Pd.
NIP. 197609022000031001

(Ketua)


Made Dharma Susena Suyasa, S.S., M.Hum
NIP. 197607142008121002
(Anggota)


Putu Ayu Prabawati Sudana, S.Pd.,M.Hum
NIP. 198401252008122003
(Anggota)

Lembar Pengesahan

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni
Universitas Pendidikan Ganesha Singaraja
Guna Memenuhi Syarat-Syarat Untuk Mencapai Gelar Ahli Madya

Pada:

Hari : Jumat

Tanggal : 24 Juli 2020

Ketua Ujian,

Ramendra

Dr. Dewa Putu Ramendra, S.Pd., M.Pd.
NIP. 19760902200031001

Mengetahui,

Sekretaris,

Made Aryawan Adijaya, S.Pd., M.Pd.
NIP. 197712162002121002



Mengesahkan

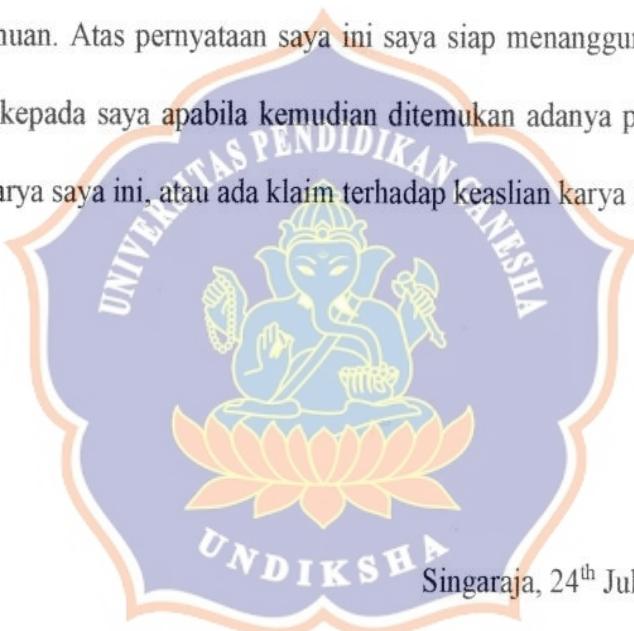
Dekan Fakultas Bahasa dan Seni



Prof. Dr. I Made Sutama , M.Pd.
NIP. 19600424198603100

PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "**THE IDENTIFICATION OF LANGUAGE EXPRESSIONS AND FUNCTION IN HANDLING CHECK-IN AND CHECK-OUT AT U PAASHA SEMINYAK**" beserta seluruh isinya adalah benar karya sendiri dan tidak melakukan penjiplakan dan mengutip dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan saya ini saya siap menanggung resiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan karya saya ini, atau ada klaim terhadap keaslian karya saya ini.



Singaraja, 24th July 2020

Yang membuat pernyataan,



Kadek Yudha Septiawan

NIM 1702041013

ACKNOWLEDGEMENTS

First of all, I would like to express my greatest gratitude to the Almighty God, Ida Sang Hyang Widhi Wasa, for His blessings so that this final project can be accomplished. My final project which entitled "**The Identification of Language Expressions and Functions in Handling Check-in and Check-out by Receptionists at U-Paasha Seminyak**"

I would like to express my personal thanks to everyone who has assisted, supported, given advice, great guidance, suggestions, as well as corrections to the improvement in completing this final project, those are :

1. Made Dharma Susena Suyasa, S.S., M.Hum and Putu Ayu Prabawati Sudana, S.Pd., M.Hum for their guidance, suggestion, advices and many ideas.
2. All of the lecturers in Diploma III English Department who had advised and always supported me and also Made Aryawan Adijaya, S.Pd., M.Pd. as the Head of the D III English Department Study Program.
3. The receptionists in U Paasha Seminyak for their assistance,knowledge and cooperation during the data collection.
4. My beloved family that has never been bored in giving me valuable support and loved during my study and also all of my friends.

The writer appreciates any criticism, opinions, and suggestions are valuable for the improvement. Finally, I wish it would give advantages to the readers.

Singaraja, 24th July 2020

Kadek Yudha Septiawan

TABLE OF CONTENTS

ACKNOWLEDGEMENTS	i
ABSTRACT	ii
TABLE OF CONTENTS.....	iii
LIST OF TABLES	v
LIST OF APPENDICES.....	vi
CHAPTER 1	1
INTRODUCTION	1
1.1 Background Of Study	1
1.2 Statement Of Problem.....	3
1.3 Purpose Of the Study	3
1.4 Significance Of The Study.....	3
CHAPTER 2	5
REVIEW OF RELATED LITERATURE	5
2.1 Front Office Department.....	5
2.2 Front Office Duties and Responsibilities	5
2.3 Receptionist.....	7
2.4 Bellman	7
2.5 Telephone Operator	8
2.6 Concierge	9
2.7 Language Expressions and Functions	10
2.8 Standard Operational Procedure	10
2.8.1 How to Handle Check-in Guests.....	11
2.8.2 How to Handle Check-out Guests.....	13
CHAPTER 3	16
RESEARCH METHOD.....	16
3.1 Research Design.....	16
3.2 Subject of the study.....	16
3.3 Research Instruments	16
3.4 Procedures of Collecting Data	17

3.5 Data Analysis	18
CHAPTER 4	19
FINDINGS AND DISCUSSION.....	19
4.1 Findings.....	19
4.1.1 The Language Expressions and Functions in Handling Check-in at U Paasha Seminyak Hotel.....	19
4.1.2 The Language Expressions and Functions in Handling Check-out at U Paasha Seminyak Hotel.....	23
4.1.3 Problems in Handling Check-in at U Paasha Seminyak Hotel	26
4.2 DISCUSSION	27
4.2.1.The Languages Expression and Function are Used When Handling Check-in Guest	27
4.2.2 The Languages Expression and Function are Used When Handling Check-out Guest	34
4.2.3 Problems in Handling Check-in at U Paasha Seminyak Hotel	42
CHAPTER 5	45
CONCLUSION AND SUGGESTION	45
5.1 Conclusion	45
5.2 Suggestion.....	46
REFERENCES	47
APPENDICES	49
AUTOBIOGRAPHY	61
PERNYATAAN	62

LIST OF TABLES

Table 3.3.1 The Steps in Handling Check-in the Guest.....	17
Table 3.3.2 The Steps in Handling Check-out the Guest.....	17
Table 4.1 The Language Expressions and Function in Handling Check-in Guests....	19
Table 4.2 The Language Expressions and Function in Handling Check-out Guests..	23
Table 4.3 The Problems in handling check-in at U-Paasha Seminyak	26



LIST OF APPENDICES

Appendix 1 The Questionnaire of Step for Handling Check-in Data Collection at U Paasha Seminyak Hotel.....	49
Appendix 2 The Questionnaire of Step for Handling Check-out Data Collection at U Paasha Seminyak Hotel.....	52
Appendix 3 Registration Card Form	55
Appendix 4 Invoice Order Form	56
Appendix 5 Miscellaneous Form	57
Appendix 6 Cash Receipt Form	58
Appendix 7 Minibar Form	59
Appendix 8 Rebate Form	60

