

**THE IDENTIFICATION OF THE LANGUAGE FUNCTIONS AND
LANGUAGE EXPRESSIONS USED IN RESPONDING EMAILS AT
RESERVATION IN THE WESTIN RESORT NUSA DUA**

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ABSTRACT

This present study was aimed at identifying the language functions and language expressions used in responding email at Reservation in The Westin Resort Nusa Dua. The subjects of the study were the Reservation Sales Agent of The Westin Resort Nusa Dua. The sources of the data were nine emails given by the Reservation Sales Agent in The Westin Resort Nusa Dua in the form of email templates. In this study, descriptive research design was used. The writer identified the language functions and language expressions used in the responding email based on the parts of the email there are: opening (salutation and greetings), body of letter (thanking, stating purpose, informing and offering further assistance), and closing (complimentary close and signature block). The results of the study showed that the language functions and the language expressions used in responding email at Reservation in The Westin Resort Nusa Dua are varied and different from the ones that are taught in the books of English and Business Correspondence.

Key term: Language Functions, Language Expressions, Emails, Reservation

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ABSTRAK

Penelitian ini bertujuan untuk mengidentifikasi fungsi bahasa dan ekspresi bahasa yang digunakan dalam menanggapi email di bagian Reservasi di The Westin Resort Nusa Dua. Agen Reservasi di The Westin Resort Nusa Dua merupakan subjek dari penelitian ini. Sumber data yang diberikan oleh Agen Reservasi di The Westin Resort Nusa Dua berjumlah 9 email dalam bentuk templat email. Dalam penelitian ini, menggunakan desain penelitian deskriptif. Penulis mengidentifikasi fungsi bahasa dan ekspresi bahasa yang digunakan dalam menanggapi email berdasarkan bagian-bagian dari email yaitu pembukaan (salam dan sambutan), isi surat (ucapan terima kasih, menyatakan tujuan, menginformasikan dan menawarkan bantuan lebih lanjut), dan penutup (kalimat pujian dan tanda tangan). Hasil penelitian menunjukkan bahwa fungsi bahasa dan ekspresi bahasa yang digunakan dalam menanggapi email di Reservasi di The Westin Resort Nusa Dua bervariasi dan berbeda dari yang diajarkan dalam buku-buku Bahasa Inggris dan Korespondensi Bisnis.

Kata kunci: Fungsi bahasa, Ekspresi bahasa, Email, Reservasi