

Appendix 1. Interlanguage Forms

Types	No	Forms
Indonesian syntax pattern	1	After done orientation
	2	The writer found staffs communication with the guest not using grammar.
	3	Staff must think calmly in order to think logically and find the right solution
	4	Students can know what system of hotel.
	5	Such as guests who are not can speak english
	6	The training feel nervous when communication with guest
	7	The guest like this mostly from China
	8	Front Office Department is to know about the new guest information.
	9	Reception as the face in hotel because the responsible important in hotel.
	10	We can broaden our horizons in meeting with many kinds of guests.
	11	Bellboy will know every right step and will not make mistakes again
	12	As the aims of the study find out the procedures and language expressions
	13	How make the participant feel comfortable when the HRD in job interviews?
	14	So we have no words slow in shipping goods and always compact in work.
	15	Bellboy activity is very heavy if once making a mistake will be hard.
	16	Wraiter hope that what wraiter research is useful for the reader
	17	Gisin Saputra tittle research is the problems faced by Bellboy at Anantara Seminyak Bali Resort.
	18	His on the job training program for three months
	19	With it is enchanting beauty of nature and culture Bali has turned into a magnet that success to attract tourist from every part of the globe.
	20	One island famous in Indonesia is Bali
	21	When the guest come to communication
	22	After the guest are done stay in the hotel
	23	Asking permission is one the function of English use for ask identity
	24	Give chance to guest for choose the soap
	25	Restaurant may be place for people order drink and food
	26	Bellboy duty is handle guest

	27	Reception also give to information if that day there is an event
	28	That guest can adapt in hotel
	29	we can learn more difference we find
	30	Bellboy need speech politeness to guest
	31	Guests who are not can speak english
	32	Usually guests can ask for help if they are relaxed and are already fsmiliar with us.
	33	Observation the bellboy from the performing
	34	to find the how to handling luggage
	35	Writing observation in the observation sheet
	36	Making subdy of the study of bellboy
	37	and note who helps us when staff short
	38	We must be fast and responsive to our work,because otherwise who are slow in the eyes of guests who come and all will be considered not good
	39	As bellboys we must be fast and timely and respond wherever we work as bellboys
Indonesian Cognate	1	PMS is the <u>sistem</u> that helps the operational team in Fairfield By Marriott Bali Kuta.
	2	Explaining the <u>facilitis</u> about hotel
	3	Formal interview refers to the interview that used to <u>profesional</u> purpose.
	4	Mariot Bonvoy has similar <u>operasional</u>
	5	<u>Grup</u> checking in the observation
	6	Giving information <u>servis</u> to the guest
	7	Explaining the next step in selection <u>proces</u> .
	8	Communication tools such as telephone and <u>faksimil</u>
	9	Find customent as much as possible.
Subject deletion	1	Also responsible in managing hotel's inventory such as rental items.
	2	With hotel brochure
	3	Always used the procedures in handling guest check-in.
	4	With beachfront access and ocean view.

	5	Last about payment method
	6	And we will check the name of each luggage and be careful not to make mistakes.
	7	Things to note are the ingredients and products needed
	8	And as a bellboys we must be fast and responsive to our work
	9	And the reception staff need to fill in the questionnaire
	10	Eight procedures used by receptionist
	11	And in this chapter deal with guest complaints at The Legian Hotel.
	12	With words that are persuasive, polite, and friendly will certainly increase mutual respect
	13	And there are several way to be able to control emotions
	14	And still hear whatever the guest says.
	15	Because we have to serve guests well
BE deletion	1	What __ challenges face when handling complaint?
	2	There __ some SOP in job interviews at Sheraton.
	3	They __ responsible for keeping accurate records of customer payments.
	4	This __ very important to know.
	5	This __ crucial part at Discovery Kartika Plaza Hotel.
	6	The data __ take from one brochure
	7	The data __ obtained by interviewing participants
	8	When the writer __ training at Discovery Kartika Plaza Hotel
	9	The writer <u>were</u> lucky doing the job training program (was)
	10	All language expressions __ always used by the respondents (were)
	11	The data __ collected for three months
	12	Card payment __ divided in 2 payment
	13	It __ found that there were 15 language funetions
	14	In this bellboy section we __ taught to always honest
	15	The most important thing __ when arranging and organizing luggage
	16	This activity __ not very easy to supervise and manage it.

Verb Tenses	1	This chapter <u>will</u> present the finding based on the interview result.
	2	Can be <u>understand</u> by guest.
	3	The subject <u>are</u> four staffs of HRD in Sheraton Bali Kuta Resort.
	4	When I was trainee, he always <u>give</u> me new knowledge
	5	Get information need <u>making</u> good decision about the applicant.
	6	The subjects of this study <u>are</u> the front office staff at U Paasha Seminyak
	7	There was one trainee who was chosen as the subject of the study
	8	The subjects of this study <u>are</u> Front Desk staff working at The Legian Hotel.
	9	There <u>are</u> several strategies <u>use</u> when dealing with problems
	10	The writer <u>identify</u> the language functions
	11	The brochures can be <u>access</u> via online
	12	After the <u>writer analyze</u> the Kartika Plaza Hotel brochure.
	13	There was research <u>study</u> related to language expression.
	14	The subject <u>are</u> the HRD staff who work in Sheraton Bali.
	15	The challenges found is there <u>are</u> many cocktail recipes
	16	The present researcher <u>recomment</u> that the future researchers
	17	The finding is <u>presents</u> systemically
	18	In the university the writer <u>learn</u> about English for Front Office
	19	The writer <u>get</u> theories about SOP
	20	In the class, the writer <u>learn</u> 5 payment methods
	21	The writer <u>observes</u> the staff that there were 3 payment methods.
	22	The writer <u>observes</u> this research involving 3 front office staffs
	23	The writer <u>interviewes</u> the staff by staff until finding the result
	24	Waitresses <u>can provides</u> the best service for the guests.
	25	The writer <u>get</u> the data through the interview
	26	The work <u>carry</u> out by sales and marketing
	27	The writer <u>decide</u> to identified (decided)
	28	The purpose of this study was to <u>determined</u> types of letters
	29	The data are gather thourgh observation (...were gathered by observation)

	30	job descriptions of the waiter <u>is divide</u> in 3 sections (can be divided)
	31	The subjects <u>observe</u> using the observation sheet (..were observed by..)
	32	Food and beverage service that would be <u>discuss</u> (discussed)
Omission of -s in plural form	1	There are soap selection in our hotel
	2	Manager need to make sure all <u>task</u> run well.
	3	Marriot Bali Kuta also has its system which is the same with all the <u>hotel</u> in Marriott International.
	4	Ensure all <u>stationary</u> and equipment working properly.
	5	Some <u>restaurant</u> serve all the main meal.
	6	All <u>respondent</u> did this procedure.
	7	There are several <u>way</u> to handle group guys
	8	There <u>is 2 instrument</u> by the writer to get the data
	9	The data obtained is summarized in this section from three hotel <u>staff</u>
	10	There are 7 <u>task</u> must be done during on the job training
	11	All of the <u>lecturer</u> of DIII English Department.
	12	The researcher has chosen two <u>receptionist</u> in this research
	13	All <u>staff</u> perform this procedure
	14	Front office has some <u>section</u>
	15	And there are several <u>way</u> to be able to control emotions
	16	LIST OF APPENDIX
	17	The subjects were two <u>staff</u> at the Telephone Operator
	18	There were seven obstacles and <u>solution</u>
	19	Bartender have an experience at least six <u>month</u>
	20	Discovery Kartika Plaza Hotel has three <u>bar</u>
	21	15 language <u>function</u> and language <u>expression</u>
Omission of Article	1	We will give you*answer regarding today result by* latest next week.
	2	Restaurant is * place that could be visited by everyone
	3	The following is * conversation between * waiter and guest.

	4	Cahier is * section that has responsibility in payment method.
	5	It is * bag for storing cosmetic.
	6	Every hotel also has * different complaint
	7	handling guest complaints is * challenge
	8	The source of the data was* hotel brochure
	9	Bartender can simple define as * person who making a cocktail
	10	As * bartender must have communication skills.
	11	* scale is used to make sure how much you need * coffee bean
	12	Several things become * factor for Bellboy
	13	The hospitality sector is * broad category
	14	As * example, when handling luggage arrives
	15	The bellboy should give * receipt or luggage
	16	Ensures that guests have * warm welcome and service.
	17	The following are * types of guest luggage
	18	Tap * door of the room
	19	Could give * <u>lots</u> of knowledge
	20	Writer was given one day to fill in * questionnaire
Conjunction	1	Data were collected from two male's bartender <u>and</u> one female bar waiter <u>and</u> bar staff who had worked for a couple years
	2	Opening the bar is first step <u>or</u> important thing that should be done (and)
	3	Greeting is simple <u>or</u> very meaningful thing (... is a simple but very meaningful thing)
	4	And also the time that you should leave your room as the time appointed.
	5	Hotel brochure hotel is also designed with creations that are as attractive as possible and with a short, <u>but</u> very clear language
	6	And then you should asking guest to check the bill
	7	Based on research results obtained from interviews <u>and</u> observations, questionnaire, <u>and</u> documentation
	8	<u>And</u> sometimes guest asking about cocktail
	9	<u>And</u> the next thing is when we run out of luggage tags

	10	Many skills and improve can be learned
Word order	1	To analyze obtain data, the researcher used job description.
	2	The writer used note to take a note the data of research.
	3	Describe purpose interview and observation.
	4	Source data is hotel brochure
	5	In hotel sales and marketing uses several letters.
	6	My tittle research is
	7	After collect data using observation
	8	The difficulty often faced by staff is that it is difficult understand in understanding the language
	9	Good skill communication can increase togetherness with manager and team.
	10	Always calm when handle guest problem
	11	Future studies can try also find solutions to the problems.
	12	Every one or every industry in hospitality industry like now of course wants get high income as the hotel
	13	Cosmopolitan cocktail making used vodka
	14	Discovery Kartika Plaza Hotel uses product local from Balimoon Indonesia
	15	Discovery Kartika Plaza Hotel have list special drink
	16	The senior using google translate to practice again in your smartphone
	17	What strategies are in do when handling complaint guests
Meaning not clear	1	Front Office Department is divided into more section and more duties.
	2	What is the ingredients of the drinks when not handling a guest or conducive situation.
	3	After writer analyzing the brochure Kartika Plaza Hotel.
	4	During the booking process from guests they can read info.
	5	The point if we research the design correctly
	6	And besides that we we can also hone more our abilities
	7	In present welcome drink the bellboy can explain the ingredient
	8	And we must do the best way to deal with luggage group guest who come the sametime
	9	who are slow in the eyes of guests who come and all will be considered not good with just one problem

	10	what strategies are in do when handle complaint guests
	11	In communication because it will very challenging.
	12	Smiling can help influence emotional increase
	13	listening carefully is the first thing a front office employee must do is listening carefully is very important.
	14	If guests do not receive what we say immediatly contact the duty manager on duty.
	15	This very important thing useful.
	16	This unconditional generosity in the so-called water from the heart
	17	The payment methods, the writer did not learn
	18	We can learn more differences we find
Unparalleled structure	1	The steps in handling the guests are greeting, welcoming and <u>offers</u> assistance
	2	Informing any possible charge, <u>ensure</u> the process of collecting luggage, <u>reconfirm</u> to the guest.
	3	Food and drinks are generally served and <u>enjoy</u> in restaurants
	4	such as preparing Trainee list, checking the forecast board, <u>make</u> a police report, and preparing ED, Preparing EA
	5	hotel department directly related to the guest with complex <u>duty</u> and functions
	6	The procedures which were done by all of receptionists are greetings, <u>welcome</u> guest, and asking Identity
	7	The challenges and <u>strategy</u> of the front office
	8	Each section has its own duties and <u>responsibility</u>
	9	can be as a reflection of what <u>problems</u> and <u>obstacle</u> are faced at The Legian Hotel
	10	Duties of telephone operator are handling incoming call and outgoing calls, tranfer call
	11	Part of email are opening paragraph, <u>restate</u> the guest needs, and closing paragraph.
	12	The challenges are opening the bar, <u>use</u> coffee machine, and mixing a cocktail
	13	Prepare needs like bar condiments, fruits, <u>milk</u> , alcohol and non-alcohol beverages
	14	Make sure all tables and <u>chair</u> around the bar is clean and neat.
	15	Finally, <u>criticism</u> and suggestions are always welcomed
	16	Sales and Marketing has responsibily for selling, promoting, offering a meeting room, and <u>determine</u> the price
	17	it is very helpful in conveying messages, <u>explain</u> various thing, and giving new information.

	18	Front Office Department in charge in selling room, <u>provide</u> information, coordinating services
	19	Selling is activity aimed at finding buyers, <u>influence</u> and <u>give</u> instructions
Wrong spelling	1	PMS is the <u>sistem</u> that helps the operational team in Fairfield By Marriott Bali Kuta. (system)
	2	Formal interview refers to the interview that used to <u>profesional</u> purpose. (professional)
	3	Thanks to my friends for your <u>kidness</u> . (kindness)
	4	if they are relaxed and are already <u>fmiliar</u> with us. (familiar)
	5	trolley shortages are the most common thing in every <u>hitel</u> (hotel)
	6	elevator we <u>invete</u> guests to pass the hotel stairs (invite)
	7	If guests cannot speak english,we can use google <u>traslete</u> (translate)
	8	So they <u>cam</u> understand and does not take much time.
	9	<u>wraiter</u> will explain about what sections are there in the Front Office Department (Waiter)
	10	Data obtained by the author through discussion via <u>whats up</u> (WhatsApp)
	11	Hope <u>guess</u> will always stay at the hotel (guest)
	12	<u>Wraiter</u> hope that what <u>wraiter</u> research is useful for the reader (writer)
	13	Make sure all juices are <u>fress</u> . (fresh)
	14	The doorman <u>great</u> guests when opening the car door (greet)
	15	The <u>storange</u> of goods (storage)
	16	The gathered data was <u>descriptively</u> analyzed
	17	Shere were 11 language <u>funetions</u> used by the staff
	18	Language expressions used by Food and <u>Baverage</u> staff
	19	Food service <u>operasion</u> bring profits
	20	Who are <u>wiling</u> to be restaurant staff
	21	Professional service to the <u>costumers</u> .
	22	Sorry about this <u>acciden</u>
	23	Language expressions chosen by 5 <u>participent</u>
	24	The second, <u>lecture</u> should give students more training
TOTAL	240	

Appendix 2. Intralanguage Forms

	No	Forms
Overgeneralization of past form -ed	1	In order to <u>developed</u> human resources in the hotel.
	2	HRD also has assessment lists to <u>assessed</u> employee
	3	Ask question to <u>clarified</u> any incomplete.
	4	As interviewer at Sheraton Bali Kuta Resort, it is important to <u>used</u> proper language expressions in job interviews.
	5	Many hotels <u>buillded</u> start from three star to five star hotel (many hotels have been built...)
	6	They need to <u>coordinated</u> each other.
	7	Interview by <u>used</u> telephone
	8	They want to <u>changed</u> with another food
False Friend (similar in meaning)	1	in good communication of course the <u>most very</u> important thing in hospitality
	2	It allows the guests to select their choice of pillow, soap, tea <u>selection selection</u> prior to arrival.
	3	<u>Bellboy, bellboy</u> is a part of the front office department in every hotel.
	4	The data obtained by the author <u>thorough</u> via WA.
	5	The authors conclude that the <u>implementation</u> or <u>implementation</u> of the standard operating procedures
	6	Invite guests to enter and exit first from the <u>elevator</u> or <u>elevator</u> .
	7	This research <u>studied</u> identified the language functions
	8	Greeting could make the guest feel <u>relax</u> and <u>enjoy</u> in overcome problem.
	9	They're still many <u>beneficial benefits</u> for the membership
Simplifications	1	<u>They're</u> still many beneficial benefits for the membership
	2	Giving remark if there is a job description they <u>can't</u> do.
	3	Ok I will start to interview you, as you know that currently <u>we're</u> searching for Hostess position, right?
	4	All the people that <u>can't</u> be mentioned one by one
	5	All the trainees must prepare the EA for tomorrow <u>it`s</u> same like ED

	6	That's because the technology is proven to help human work
	7	It's finished <u>don't</u> disputed
	8	<u>Don't</u> forget to say sorry
	9	what to do if you <u>don't</u> understand the guest language
	10	That's because the technology itself is proven to help human work
	11	It is data that <u>can't</u> be measured
	12	They <u>don't</u> know where their weaknesses and strengths
	13	Set the stage <u>it's</u> mean turn on the light
	14	<u>Don't</u> make the guest waiting so long
	15	<u>Don't</u> make the guest uncomfortable
	16	It <u>doesn't</u> even use English or Indonesian
	17	Hotel also provides signature cocktails that I <u>didn't</u> know in advance
	18	There is some guest <u>can't</u> speak English
	19	<u>It's</u> not only on event but every day
	20	The guest disappeared and <u>didn't</u> pay the bill without knowing the reason.
	21	<u>It's</u> related to money.
	22	<u>Don't</u> let trivial challenges happened
	23	If <u>it's</u> a classic cocktail you can find out on the internet
	24	<u>Don't</u> let trivial challenges happened
	25	<u>It's</u> for table set up
Induced error	1	The garment bag can be hung <u>in</u> hanger. (on)
	2	There are several languages expressions and functions are used <u>of</u> handling the guest (in) A Description about trainee tasks during on the job training program as a Front Office
	3	Department ** U Paasha Seminyak Bali (at)
	4	This Hotel is located <u>at</u> Seminyak Area. (in)
	5	Bartenders <u>in</u> Discovery Kartika Plaza Hotel (at)
	6	3 front office staffs <u>in</u> U Paasha Seminyak. (at)
	7	There are several departments * U Paasha Seminya Hotel.

	8	The data obtained by the author <u>thorough via</u> WA.
	9	<u>Regarding</u> , there is a hotel in Bali name W Seminyak Bali Hotels that implement high standard English
	10	The writer interested <u>with</u> identifying the language functions
	11	Than the function of the hotel as commercial facility (then/thus)
	12	Bellboy will provide luggage to guests,so that guests know the luggage number,and so that no luggage is exchanged.
Addition of article	1	Doing <u>an</u> on the job training program from 17thDecember until 13th of May.
	2	How to update the VIP picture
	3	Those SOP are the most important things that they should do in <u>the</u> job interviews.
	4	Greeting is the first step before asking for <u>the</u> identity
	5	This study was based on the writer`s notes constructed during <u>the</u> On The Job Training.
	6	Besides of the system, <u>the</u> Front Office Associate is the primary key when serving guests.
	7	handling <u>the</u> check-in and <u>the</u> check-out process.
	8	And many things we know besides dealing with <u>a</u> guests we can also serve welcome drink
	9	Every guests also often ask <u>the</u> questions
	10	There are some sections in Front office depend on <u>a</u> size
	11	Wraiter will discuss <u>the</u> Front Office Challenges
	12	Will be faced with <u>a</u> students
	13	For educational institution as <u>a</u> references
	14	The receptionist is <u>a</u> employee who has the duty to greet (an)
Addition TO	1	<u>To become</u> a professional receptionist, one important thing to know is about the languages expressions
	2	<u>To maximized</u> works and giving the guest 100% satisfied.
	3	<u>To supported</u> tourism development
	4	The purpose of this study to <u>determined</u> types of letters
	5	The writer decide <u>to identified</u>

	6	Promotion is a company <u>to communicating</u>
	7	Promotion is <u>to provides</u> information
	8	Promotion is related to efforts <u>to directs</u> someone to buy
	9	Consumers continue <u>to chose</u> same product
	10	Consumer relations are limited <u>to buying</u> and selling
	11	Get a chance <u>to implemented</u> what is learn
	12	To <u>obtained</u> the completing data
	13	Writer is an interested <u>to describes</u> handling various payment
	14	In caution <u>to avoided</u> any miscalculation of amount of the cash.
	15	Bellboy has duty <u>to handling</u> guests
The use of incorrect TO BE	1	There <u>are</u> 2 payment methods.
	2	The data <u>was</u> got by doing interview
	3	The purposes of this study <u>is</u>
	4	There are two procedures which not implemented by the interviewer
	5	There <u>is</u> several language expressions used
	6	The data <u>is</u> tabulated descriptively
	7	The subjects of this study <u>are</u> 3 front office staff
	8	There <u>is</u> also local standard operating
Overgeneralization of TO BE	1	When the waiter <u>were</u> leave the room.
	2	There are several steps <u>were</u> taken in data collection.
	3	The subject filled <u>is</u> the questionnaire
	4	According to the writer experience <u>is</u> when do on job training
	5	Leader <u>is</u> directly to the kitchen.
	6	Waitress <u>is</u> have a responsibility to take care of the guests
	7	The writer <u>was</u> applied this instrument to find the problems
	8	The problems that <u>was</u> took place in restaurant operation
	9	Also we <u>were</u> can void the item from the bill

	10	The guests <u>was</u> walking around the hotel
	11	The writer <u>was</u> sent to the hotel is leader
TOTAL	102	

