

# CHAPTER 1

## INTRODUCTION

### 1.1 Background of the Study

Communication is the process of expressing ideas, meaning, and information between sender and the receiver through verbal and non-verbal. Language is one of ways to communicate with others. In this modern era, people should be able to use foreign language to communicate with others, especially for people who work at the hotel.

Hotel is one of accommodations which provide some foods and beverages for tourist or travelers. According to Sulastiyono (2011: 5), Hotel is public house for tourists with some facilities such as services room for sleeping, food and beverage service and accommodation with the payment terms. Hotel has some departments; one of them is Front Office Department.

F&B mean it is the main element of a Restaurant. Actually a Restaurant stands on Food and Beverage. Without Food and Beverage nobody can think about Restaurant.

F&B is the short name of Food & Beverage. In a Restaurant or in a Hotel all kind of Food and all kind of Beverage is F&B. Actually, The Definition of F&B is large meaning. In all Restaurant F&B section is the Heart of the Restaurant. Man can not live without his/her own Heart as well as a Restaurant can not shine and lasting without a good F&B Section.

There are a lot of peoples all over the world work in F&B section and F&B service. If you want to build up your career in F&B section then you have to know more and more about F&B Service, F&B Section, F&B Rules, Terms and Condition of F&B.

F&B is a Hospitality job and I think its value not less than a hospital. And all over the world Hotel and Restaurant Jon is 2nd number position of hospitality job. Many peoples of the world thought that F&B job is a lower or small work where is no respect and no reputation but basically to literate and a aware peoples F&B Job is the best job in the category of hospitality job.

Language functions and language expressions which are used by waiters tends to be in more formal English language in communicating with the guest in the hotel. For the example: expression of greeting the guest, waiters not use informal language such as: *Hi, what's up*, but waiters must use more formal language like: *Good Morning sir/madam, welcome to Envy restaurant , how may I assist you?*

The result of this study is expected to enrich the studies on ESP especially in language functions and language expressions and it also expected to be an empirical consideration as a reference for further researchers. This research, the writer only focuses on the identification of the English language functions and language expressions used by waiters in Holiday Inn Baruna Bali Resort.

## **1.2 Statement of the Problems**

The problems in this research are:

1. What language functions are used by waiters in Holiday Inn Resort Baruna Bali when doing conversation with tourist at the hotel?
2. What language expressions are used by waiters in Holiday Inn Resort Baruna Bali when doing conversation with tourist at the hotel?

### 1.3 Purpose of Study

The Aims of this research are:

1. To identify the language functions are used by waiters in Holiday Inn Resort Baruna Bali when doing conversation with tourists at the hotel.
2. To identify the language expressions are used by waiters in Holiday Inn Resort Baruna Bali when doing conversation with tourist at the hotel.

### 1.4 Significance of the Study

The writer hopes that this research will be useful for student and further researcher.

**1.4.1** For the student The student will know the language functions and language expression used by waiters in Holiday Inn Resort Baruna Bali when doing conversation with tourists. This research also increases the vocabulary of the students.

**1.4.2** For the further researcher.

This research will be useful for the further researcher who wants to raise the same topic about language functions and language expression because it can be used as a reference.

### 1.5 Scope of the Study

This research focused on the identifying of the language functions and language expressions are used by waiters to handling guests in Holiday Inn Resort Baruna Bali. In this research the writer more

emphasized on the language functions and language expressions are used by waiters Holiday Inn Resort Baruna Bali. The research only takes one day to get the data in Holiday Inn Resort Baruna Bali with questionnaire.

## **1.6 The Definition of Key Terms**

This research used some key terms namely:

### **1.6.1. Language function**

Language function is language used in the certain occasion and it has function likes greeting, offering help, asking, taking leave and so on. According to Richard and Long (1978:86) as cited in Giri (2006), language function can be used to express something based on the situation.

### **1.6.2. Language expressions**

Language expression is language which used by person to communicate with other person or only to show what does he or she fell at the moment.

### **1.6.3. Definition of Waiters**

Food and Beverage Service is a section where the waiter/waitress has to serve the guests in restaurant. The operation includes preparing the dishes, accompanying the guest to the table, controlling the availability of the dishes and everything concerning with food and beverage