

English Expressions by Receptionists at Ubud Wana Resort

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Abstract— This research aims to analyze the communication ability seen from communicative functions and grammatical aspect of English by the receptionist staff at Ubud Wana Resort. It discusses the English functions of the expressions and types of grammatical errors that happen in the expressions by the staff when they serve their service and do their activity with the guests. The theoretical basis used in this research is taken from Geoffrey Leech and Jan Svartvik (1975). The data used is taken from the conversation between the receptionist staff with the guests. The data are collected and classified based on the functions of English and the grammatical errors. All of the data were collected using direct observation. Then data were analyzed descriptively based on the theory applied. Based on the result of the analysis, it was found that the receptionist staff of Ubud Wana Resort use communicative functions of English in making contact with the visitors or guests such as informational function (giving and asking information), expressive function, directive function (thanking, requesting, commanding and suggesting), aesthetic function, and phatic function (chit-chat). Beside, from the data there are some grammatical error that happen in the conversation by the staff such as error of omission (omission of subject, omission of plural, omission of auxiliary, omission of article, error of verb tense, error of addition (simple addition) , error of misformation, and error of misordering. The English used by the staff could be formal and informal, in polite and neutral ways. From all of staff or the respondents of this research, almost all of them can use these functions in good way.

Keywords— *English Expression, function of language, errors*

1. Introduction

The use of English language is very dominant for communication especially in industries such as hotels, resorts, restaurants, tourism hospitalities, art shops, travel agents, etc. Ubud is one of that famous tourism destination in Bali. There are so many cultural centers like museums, artshops, market of crafts, textiles, jewelleryes, woodcarving and many more.

As hotels, resort, and restaurant have been growing in all over the island especially in Bali island as the primary destination, definitely the local people of the island are mostly employed in tourism industry. Therefore the fact proves that English is required to master. However, by

various aspects to determine, the English acquisition of communicative English used by receptionist in the resort is important to be observe, to give such a realistic feature about the level of English ability of English speaker staff by the result of this research later. Receptionists are aimed at providing service upon the guests. They need English to support their work and to communicate with the guests. The resort must support good staff who able to speak English as a good service because many guests from other countries visit the resort like Europe, American, and others. They use many functions to communicate with foreign guests. Function means the way people use their languages ^[1]. Sometimes they use the functions improperly based on the English grammar, as the description of the ways in which words can have their forms and can be combined into sentences in that language ^[2], but that is as the mean of communication, the verbal mistakes are ignored, as the foreign guests can understand what the receptionists tend to say. They can communicate well with the guests seen from the messages that can be accepted well and can be understood by the foreign guests. Function of language are the expand knowledge and pass information ^[3]. There are five communicative functions of language, each correlates with five essential features in any communicative situations, namely: informational function, expressive function, directive function, aesthetic function and phatic function.

A number of latest related research have been conducted. One of the related research was telling about hotel jargon used by hotel front officers. It showed that the hotel front officers used in total of 96 jargons for communicating effectively in four main situations, they are reservation, check-in, report, and duty hour conversation ^[4]. Another related research was about English terms used by the staff of front office department at the grand Clarion Hotel Makassar. The study reveals that there were many kinds of the English terms used by the Front Office department in the Grand Clarion Hotel Makassar. In Front Office department, 85 (eighty five) English terms were found and 36 (thirty six) of them classified as the English special terms. English special terms have different meanings both lexical and contextual. These English terms in English for Specific Purposes (ESP) is called register ^[5].

Based on background and latest related research above, researcher interested to observe communicative and Grammatical Aspects of English by Receptionists at Ubud Wana Resort, which is located in Ubud as my object of research. However, the problems discussed in this research are formulated into what functions are expressed by receptionists at Ubud Wana Resort? And what grammatical errors are found in the expressions by receptionists at Ubud Wana Resort? Based on the problem, this research is aimed to find out their ability in using English expressions seen from the functions expressed and grammatical error of English.

2 Methods

The data of this research were taken from 9 conversations between the receptionists and guests with four respondents. All of the data were collected from the receptionists and it was done by direct observation. To collect the data, first the conversations was recorded between the receptionist and the guest when the receptionists handled the guest, and then the data were rewritten based on the recording. Next method applied for writing this research is data analysis. After all data were collected, firstly the data was identified into types of English functions. Then the functions were analyzed descriptively based on the theory of communicative functions of language in this research. And then from the data, their ability in using English was analyzed seen from the grammatical error.

3 Result and Discussion

3.1 Functions of English Expressions by Receptionists at Ubud Wana Resort

The functions of English have different ways of expressions. In Ubud Wana Resort, there are a lot of English expressions found in the conversations between the receptionists and the guests. All of the English functions will be explained in the following.

A. Informational function

The informational functions are usually used to convey information and focused on subject matter. Based on the data, it can be seen that the most of receptionists tend to use informal expressions than formal. From the receptionists or respondents of this research, almost all of them can use this function in good way. Those expressions can be seen below:

Guest : Where is Ubud Yoga Centre?

Receptionist : From here may just turn right until find banyan tree, turn right and then turn left.

The underlined sentence above belongs to informational function. This function belongs to giving information because it was used to share an information or explanation about the location of Ubud Yoga Center. In the sentence the receptionist used informal language because it was in informal situation with ungrammatical sentence. Informal language (*ie colloquial language*) is the language of private conversation, of personal letters, etc. ^[6].

Guest : What is the banyan tree? Is it a restaurant? Is it a tree?

Receptionist : No restaurant, It's a tree.

Guest : How do we know the banyan tree?

Receptionist : The big tree in front of the temple.

Guest : Oh. Okay.

The underlined sentences above belong to informational function because the receptionist gave the information or illustration about the *banyan* tree. In the conversation above, the receptionist used informal language because it was used in the informal situation. The sentences were ungrammatical but still could be understood by the guest.

Guest : What is Beratan Lake?

Receptionist : Beratan lake? I will show you....like this.

Guest : Ok, how far is it?

Receptionist : 2 hours from here.

Guest : Really? I thought it was an hour and 10 minutes.

The underlined sentence above belongs to informational function. In the conversation above, the guest asked the receptionist about the information of Beratan Lake. The receptionist used informal language because it was in informal situation and used ungrammatical sentence.

Receptionist : So our signature or the popular one is the Balinese massage.

Guest : So what is Balinese massage?

Receptionist : Balinese massage is typical with the pressure. If you need to press more you can tell them. Head to toe.

In the conversation above, the underlined sentences belong to an informational function. The receptionist used informal language because it was in informal situation with relax pronunciation.

Receptionist : Now I will to explain benefit during the stay, code room include code breakfast ya, breakfast starts from 7.30 to 11. We have a breakfast selection. If you want to take the breakfast in the villa you can fill this form. For the room service order, you can press no.1, guest service assistant available 24

hours. House keeping start from 7 to 11. We have shuttle service, free shuttle service to the Ubud Centre.

Guest : oh okay.

From the underlined sentence above, it is quite obvious if it is an informational function because the receptionist gave information about the benefits of the guest during the stay in the resort. The receptionist used informal language because it was in informal situation and he used it in more relax pronunciation so it could be understood easier by the guests.

B. Expressive Function

The expressive function can be used to express its originator's feeling and attitudes. The conversation of Expressive Function can be seen below:

Guest : What do I do there?

Receptionist : Sorry?

Guest : Ubud Market. I want to go there, maybe tomorrow. What do I do there?
Just walk?

Receptionist : Yes, just walk, sight seeing.

The underlined sentence above belongs to expressive functions. The expression by the receptionist is "sorry?" can be stated as expressive function. The receptionist used neutral language, because instead of used "I am sorry?" she used "sorry?" which is a neutral language.

Guest : Right. How far is it?

Receptionist : Hmmm, 2 hours from here.

Guest : 2 hours from here? Really? I thought it was 1 hour and 10 minutes from here.

The underlined sentence above belongs to expressive function. The expressive function can be seen from the expression "Hmmm". The receptionist used informal language because it was used in informal situation with ungrammatical sentence.

C. Directive Function

Directive functions aimed to influence the behavior or attitude of others. The most straight forward instances are commands and request. The expressions of Directive Function can be seen below:

Receptionist : So I just need your signature Mr. Ibrahim. One here and here.

Guest : Okay.

In conversation 1, the expression above can be categorized as directive function which is requesting function. The receptionist used formal language because it was grammatical. Formal English is nearly always written ^[6].

Receptionist : Thank you very much, so we just double check the room, make sure nothing that left.

Guest : Ah okay, I wait?

Receptionist : Just wait couple minute!

Receptionist : Are you smoking?

Guest : Yes.

Receptionist : But in the room we cannot smoking!

Guest : Alright, alright.

In conversation 2 and 3 by the receptionist, those expressions above can be categorized as commanding expressions. The sentence were ungrammatical and used informal language.

Receptionist : So Mr. Ibrahim your room is complete, nothing left in the room. So thank you very much.

Guest : Yeah thank you. thank you, alright.
 Receptionist : See you next time ya, safe your flight!
 Thanking is one of expression which is used when someone has done something for us. This expression is polite and formal language which is grammatical.
 Receptionist : Ya, Just walk, sight seeing. And Monkey Forest like this one...
 Guest : There's performance at the market Monkey Forest, I will go there tonight.
 Receptionist : Oh tonight...And then Sukawati Art Market maybe?
 Guest : Yes, at tonight. Alright, It's close to the Holy Water right? And this one I'm going tomorrow right?

It can be stated as suggesting function because that expression was used to give suggestion or suggesting someone. The receptionist used informal language because it was in informal situation.

D. Aesthetic Function

Aesthetic function be defined as the use of language for the sake of linguistic artifact itself, and for no ulterior purpose. The expressions of Aesthetic Function can be seen below:

Guest : May I look the Balinese massage?
 Receptionist : Yes, you wanna see the location? So my friend will escort you there. Dika will escort you, to see the environment.

From the conversation above, we can see that the word "wanna" is categorized as an aesthetic function. Grammatically probably the word "wanna" categorized as an error.

Guest : It should be 16 or 17 persons
 Receptionist : 17 persons? Ya. And the hotel facilities, they can speak in English?
 Guest : Ubud market, I want to go there. Maybe tomorrow I go there. What do I do there? Is it just walk?

Receptionist : Ya, Just walk, sight seeing. And the Sukawati Art Market maybe?
 Those are categorized as aesthetic function because the receptionist used "Ya" instead of used "Yes". If we see from grammatical aspect, it can be categorized as an error. But in our social and everyday life we use it to make the conversation more relax.

E. Phatic Function

Phatic Function is the function of keeping communication lines open, and keeping social relationship in good repair. The expressions of Phatic function can be seen below:

Receptionist : Good morning Mr. Ibrahim, how are you? So you leaving today?
 Guest : Hello, yeah.

The underlined sentence above belongs to phatic function. The receptionist used informal language.

Receptionist : So Mr. Ibrahim this is one of your bill, this laundry. So you pay it by card or by cash?

Guest : Okay...I have cash.
 Receptionist : Certainly. So what your plan today? Flight back home today?
 Guest : Not really, I'm going to Jakarta.

The underlined sentence above belongs to phatic function, we could see that the receptionist kept the conversation continuously and open the communication by asked the guest about his next plan. The receptionist used informal language because it was ungrammatical and in informal situation but still in polite way.

Receptionist : Thank you very much, so we just double check the room, make sure nothing that left.
 Guest : Ah okay, I wait?
 Receptionist : Just wait couple minute!

Guest : Sure.
 Receptionist : So what your plan in Jakarta?
 Guest : Actually when I was trying to come here. Drag here to Bali, it is hard because I'll have stop 2 times maybe around 24 hours. So I didn't do it. I do it in another way. 2 separate tickets. One to Jakarta, and one from Jakarta to Bali and back to Jakarta.

It could be stated as phatic function because the receptionist kept the communication line by asked the guest what is her/his plan in Jakarta, so the communication was not over. The receptionist used informal language.

3.2 Grammatical Error in the English Expressions by Receptionists at Ubud Wana Resort

From the research, the data has been analyzed and classified into the types of error, ^[7] there are three types of fault, those are error, mistake and lapses, which have been done by voice record and direct observation. Whilst, ^[8] there are four types of errors based on the surface strategy taxonomy, can be divided into four types, namely: omission, addition, misformation and misordering.

3.3 Error of Omission

This error occurred when the learners omitted some required components from their sentences. The error produced by the staff will be described in omission of subject, plural, auxiliary, and article below:

From here _ may just turn right until find banyan tree, turn right and then turn left.

In sentence 1, the sentence "From here may just turn right until find *banyan* tree, turn right and then turn left" is categorized as an error of omission because the sentence must include the subject in the sentence. It was happened when the receptionist told the guest how to find Ubud Yoga Center. The correct sentence should be "From here you can turn right until find banyan tree, turn right and then turn left".

_ two hours from here.

In sentence 2, there are two kinds of omission error which are error of subject and verb. It can be found the omission of subject "it" and verb "takes". The correct sentence should be "It takes two hours from here"

_ can just wait there.

In sentence 3, it can be found the omission error of subject "you". It happened when the receptionist asked the guest to wait for their room. The correct sentence should be "You can just wait there".

Most noun are count nouns. They can occur in both the singular (denoting 'one') or in the plural (denoting 'more than one'). It can be found one sentence of plural error:

Just wait couple minute_!

In sentence 1, it can be found the omission error of suffix "-s" for the plural thing. The sentence also must be included article "a" and preposition "of" to make it grammatical. The correct sentence should be "Just wait a couple of minutes!"

F. Omission of Auxiliary

Auxiliary verbs are, as their name suggest, 'helping verb'. The most common error of auxiliary in this research was omission *be* that can be seen below.

So what _ your plan today?

So _ you leaving today?

In sentence 1, it can be found the error of auxiliary for present continuous tense. The receptionist omitted the structure of present continuous tense which is must include auxiliary "is". The correct sentence should be "What is your plan today?"

In sentence 2, it can be found the omission error of auxiliary verb "are". Every sentence generally has auxiliary that helps the main or full verb. The correct sentence should be "So are you leaving today?"

G. Omission of Article

Based on the data, it can be found two examples of article omission, there are:

So Mr. Ibrahim this is one of your bill, and this is _ laundry.

In sentence, it can be found the omission error of article "the". We need to use article "the" when we are thinking of specific thing. So the correct sentence should be "So Mr. Ibrahim this is one of your bill, and this is the laundry."

_ breakfast starts from 7.30 to 11.

In sentence, it can be found the omission error of article "the" because it is specific thing. The correct sentence should be "The breakfast starts from 7.30 to 11".

H. Error of Verb Tense

There are two examples error of verb tense which are simple present tense errors that can be found as follow.

House keeping start_ from 7 to 11

In the sentence, it can be found the error in verb "start" that should be attached by suffix -s because it refers to simple present tense. The correct sentence should be "House keeping starts from 7 to 11".

It depend_ on the traffic also.

In sentence, it can be found the error of suffix -s in verb "depend". It should be attached with suffix -s and become "depends" because it categorized as simple present tense and the subject of the sentence is third person singular. The sentence should be "it depends on the traffic also".

I. Error of Addition

Addition error are opposite of omission. They are characterized by the presence of an item which must not appear in a well form utterance. Based on the data, it can be found the example of simple addition of preposition and verb. The data that were found is as the following.

I will to tell you about the benefit during the stay.

It can be found the addition error of preposition "to". The preposition "to" is unnecessary because in future tense, the form of the tense is S+will+V1, which is without "to". The correct sentence should be "I will tell you about the benefit during the stay".

but in the room we cannot smoking!

In the sentence, it can be found the addition error of verb "smoking". It should be "smoke" because the corect pattern for modal auxiliary verb "can" is S+can+(not) +V1, followed by present verb without suffix -ing after the verb. The correct sentence should be "But in the room we cannot smoke!"

J. Error of Misformation

Misformation errors are characterized by the use of the wrong morpheme of structure (misspelling, incorrect word selection, wrong form of verbs, adverbs, nouns or adjectives). There are 3 errors of misformation that were found in the data, such as:

Flight back home today?

It can be found the misformation of word "flight". The sentence is not complete too because there is no subject and auxiliary. So the correct sentence should be "Are you flying back home today?"

How long is you stay in Ubud for holiday?

In the sentence, it can be found the misformation of auxiliary “is” because it refers to routine activity or simple present tense. The correct sentence should be “How long do you stay in Ubud for holiday?”

K. *Error of Misordering*

Misordering errors are characterized by incorrect placement or group of morphemes or group of morphemes in an utterance.

And for the hotel facilities, they can speak in English?

The sentence “they can speak in English?” is categorized as misordering error, because the placement of pronoun “they” and modal auxiliary verb “can” are not correct. The correct sentence should be “And for the hotel facilities, can they speak in English?”

4 Conclusion

Based on the result of the analysis above, therefore, it can be concluded that in doing the duties, communicative and grammatical aspects of English by receptionists at Ubud Wana Resort, they use communicative functions of English in making contact with the visitors or guests such as Informational Function (giving information), Expressive Function, Directive Function (suggesting, requesting, commanding, thanking), Phatic Function (chit-chat) and Aesthetic Function. They used the expressions mostly in informal and neutral language but some of them also used formal language and still in polite way. From the grammatical, most of their sentences were ungrammatical. The errors were found in Error of Omission (omission of subject, omission of plural, omission of auxiliary, omission of article), Error of Verb Tense, Error of Addition (simple addition), Error of Misformation, Error of Misordering.

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