

APPENDICES

1. Data of hotel jargons that use by hotel front officers
2. Additional Documents
3. Interview Transcript



Appendix 1

Data of English Jargons Used by Front Officers

A. Reservation

PARTICIPANT	JARGON	MEANING	SOURCE
FO-FO; FO-G	Method of Payment	Method to do payment using cash, CC, OTA, etc.	Reservation form
FO-FO; FO-G	Taken by	Front Officers who taken the reservation	Reservation form
FO-FO; FO-G	Arrival Date	When the guest check-out	Reservation form
FO-FO; FO-G	Departures Date	When the guest check-out	Reservation form
FO-FO; FO-G	No of Nights	How many night the guest will spent the night at hotel	Reservation form
FO-FO; FO-G	Room Type	Type of room like Deluxe, Superior, Junior suite, etc.	Reservation form
FO-FO; FO-G	No of Rooms	How many room that the guest booked	Reservation form
FO-FO; FO-G	Smoking/Non	The guest want to smoking room or No smoking Room	Reservation form
FO-FO; FO-G	Rate	Price that the guest should pay	Reservation form
FO-FO; FO-G	Special Request	The guest have a request like city view, connecting room, high floor, etc.	Reservation form
FO-FO; FO-G	GUARANTEE	reservation using a travel agent or finish all payment before check-in	Reservation Form

B. Check-In

PARTICIPANT	JARGON	MEANING	SOURCE
FO-FO; FO-G	Daily Rate	standard room rate like in a brochure	Registration Card, Reservation Form
FO-FO; FO-G	Method of Payment	Method to do payment using cash, CC, OTA, etc.	Registration Card, Reservation Form
FO-FO; FO-G	Arrival Date	When the guest check-out	Registration Card, Reservation Form
FO-FO; FO-G	Departures Date	When the guest check-out	Registration Card, Reservation Form
FO-FO; FO-G	Room Type	Type of room like Deluxe, Superior, Junior	Registration

		suite,etc.	Card, Reservation Form
FO-FO; FO-G	Handle by	Front Officers who handle the check-in time or registration	Registration Card, Reservation Form
FO-G	Identification Card No	Card identity like KTP,SIM,BPJS,etc.	Registration Card, Reservation Form
FO-FO; FO-G	Room No	The number of room like 707,108,etc.	Registration Card, Reservation Form
FO-FO/FO-G	Registration Card (Rc)	form registration that guest should fill this form	Registration Card,

C. Report

PARTICIPANT	JARGON	MEANING	SOURCE
FO-FO/FO-HK	EA(EXPECTED ARRIVAL)	guest who will check in	Interview
FO-FO/FO-HK	ED(EXPECTED DEPARTURE)	guest who will check out	Interview
FO-FO/FO-HK	DND(DO NOT DISTURB)	guest do not want to disturb	Room Status Report
FO-FO/FO-HK	VC(VACANT CLEAN)	the room has been cleaned by housekeeping staff but needs to check	Room Status Report
FO-FO/FO-HK	VR(VACANT READY)	the room is ready to sell	Room Status Report
FO-FO/FO-A	ARR(AVERAGE ROOM RATE)	average room rate per day	Interview; Room Sales report
FO-FO/FO-A	Room Sold	How many room sell for today	Room Sales report,Hot Com
FO-FO/FO-A	Occupancy	Percentage of room sold	Room Sales report, Hot Com
FO-FO/FO-HK/FO-A	House Use	the room sell for free because the guest is the employees who need to do something	Room Status Report
FO-FO/FO-HK	VD(VACANT DIRTY)	the room is dirty	Room Status Report
FO-FO/FO-HK	PMR	Please clean the room	Room Status Report
FO-FO/FO-A/FO-HK	Complimentary Room	the room sells for free because the guest is an owner or maybe owner partner, etc.	Room Sales report
FO-FO/FO-A	Revenue	Income	Room Sales report, Hot Com
FO-FO/FO-A	RO/RBF	Room Only/ Room Breakfast	EA,ED,GIH Report

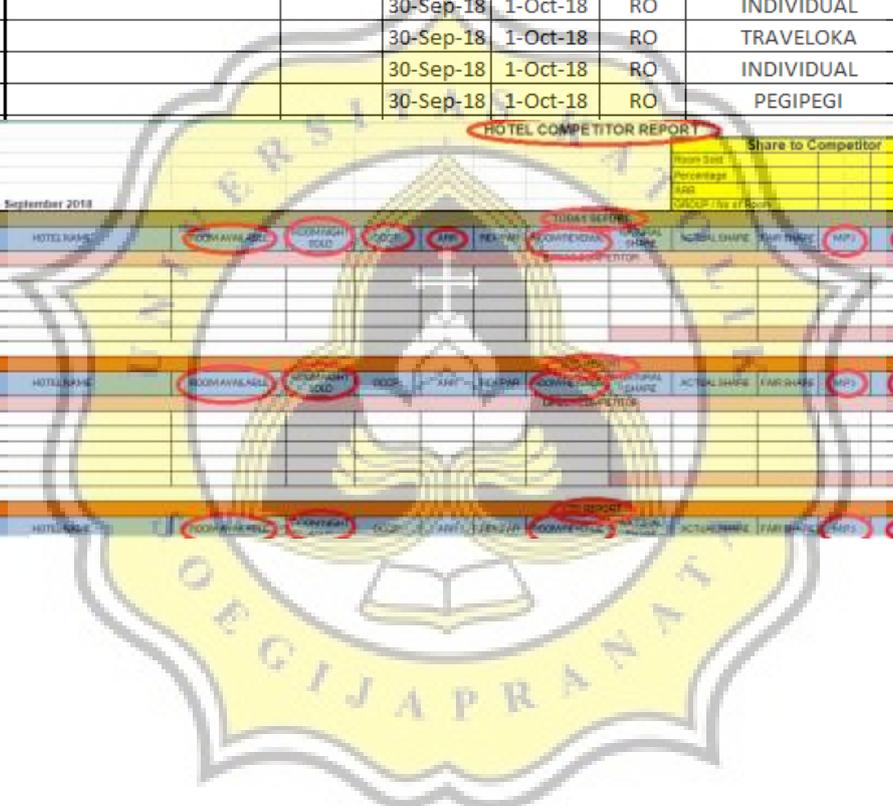
FO-FO/FO-A	forecast	to know estimate income, a guest in the house, breakfast, etc.	Interview
FO-FO	guest in the house	guest who stay in a hotel	Report
FO-FO/FO-A	Reservation by	The guest do reservation using OTA or Individual	EA,ED,GIH Report
FO-FO/FO-A	Room Available	How many room that the hotel have	Hot Com
FO-FO/FO-A	MTD	Month to Date/ Monthly	Hot Com
FO-FO/FO-A	YTD	Year to Date/ Yearly	Hot Com
FO-FO/FO-A	MPI(MARKET PENETRATION INDEX)	to know how efficient we sell the room	Interview,Hot COM
FO-FO/FO-A	ARI(Average Room Index)	average room rate per month	Interview,Hot COM
FO-FO/FO-A	RGI(Revenue Generated Index)	To know hotel income but compare with the competitor	Interview,Hot COM
FO-FO/FO-A	HOTCOM(HOTEL COMPETITOR)	compare our hotel performance with another hotel with the same area	Report

D. On-Duty Conversation

PARTICIPANT	JARGON	MEANING	SOURCE
ALL DEPARTMENT	log Book	the book use to ever handle the problem every shift	Interview
FO-FO	house bank	like deposit money for the front office	Interview
FO-FO/ FO-HK	EARLY CHECK-IN	the guest come early before check-in time and should pay the charge	Reservation Form

Guest In House Report							
No.	Nama	No Kamar	Check-in	Check-out	RO/RBF	Reservation by	Rate
1			29-Sep-18	1-Oct-18	RBF	TRAVELOKA	209,950
2			30-Sep-18	30-Sep-18	RO	INDIVIDUAL C/I A/R	250,000
3			30-Sep-18	1-Oct-18	RO	INDIVIDUAL	300,000
4			30-Sep-18	1-Oct-18	RO	TRAVELOKA	161,500
5			30-Sep-18	1-Oct-18	RO	TIKET.COM	161,500
6			30-Sep-18	1-Oct-18	RO	INDIVIDUAL	250,000
7			30-Sep-18	1-Oct-18	RO	INDIVIDUAL	250,000
8			30-Sep-18	1-Oct-18	RO	INDIVIDUAL	250,000
9			30-Sep-18	1-Oct-18	RO	TRAVELOKA	153,425
10			30-Sep-18	1-Oct-18	RO	INDIVIDUAL	250,000
11			30-Sep-18	1-Oct-18	RO	TRAVELOKA	153,425
12			30-Sep-18	1-Oct-18	RO	INDIVIDUAL	250,000
13			30-Sep-18	1-Oct-18	RO	TRAVELOKA	153,425
14			30-Sep-18	1-Oct-18	RO	INDIVIDUAL	250,000
15			30-Sep-18	1-Oct-18	RO	PEGIPEGI	148,760

HOTEL COMPETITOR REPORT											
										Share to Competitor	
										Room Sold	0
										Percentage	0
										RFB	0
										ORDER No of Room	0
Date : 01 September 2018											
HOTEL NAME	ROOM AVAILABLE	ROOMS SOLD	ORDER	REF	REASON	CONFIRMED	ACTUAL SHARE	FAIR SHARE	MP	AN	RBI
HOTEL NAME	ROOM AVAILABLE	ROOMS SOLD	ORDER	REF	REASON	CONFIRMED	ACTUAL SHARE	FAIR SHARE	MP	AN	RBI
HOTEL NAME	ROOM AVAILABLE	ROOMS SOLD	ORDER	REF	REASON	CONFIRMED	ACTUAL SHARE	FAIR SHARE	MP	AN	RBI



Appendix 3

Interview Transcript

The transcripts are conversation summarize between interviewer (researcher) and interviewees about English jargons used by hotel front officers.

Information:

A: Interviewer

B: Interviewee

A. Interviewee (Front Office Manager of Sunrise Hotel)

B: Forecast is the most jargon use to in FO. Forecast in FO is to know the estimate of guest in-house, but in other departments also can use forecast. For example, House Keeping should know forecast to prepare how many rooms that FO needs, then Food and Beverages department should know forecast to prepare the breakfast for tomorrow, and Back Office also should know to do an audit.

A: How long you in the hotel industry?

B: I think 7 years. Start from Amaris Hotel Pemuda Semarang, then move to Amaris Jogja, after that move to four-star hotel Grand Serela Jogja and the last in Sunrise Hotel Semarang.

A: Before you join at hotel industry, do you basic of hospitality?

B: Well, I start my carrier in retail, my first job is in transmit, in the past we called it Carrefour. After that, I move to Unilever and I manage all product in some of swalayan in Semarang than I work at a hotel.

A: What is the difference between your job before in the hotel and in the hotel?

B: Of course different. Before in the hotel, I should know the income and outcome of the retail product, manage a human resource, pre-order, stock, and many others. Both of them have a similar like they sell the product but the product that make the difference and also they have different jargon. Their jargon is very different, and when I join in the hotel industry I should learn the jargon of hotel industry first.

A: What do you think about jargon? Is that important or not?

B: Yes, I think jargon is important but how to use jargon is do not vulgar. Jargon has 2 effects positive and negative effect. The positive is make our service become faster but the negative if we use it vulgar and people outside of hotel member know what jargon mean, it will be dangerous.

A: Do you think people know what is "House Bank"?

B: I do not think so, because if stranger knows about "House Bank" it will be dangerous. For example when the front officers should go and no one at the front desk and usually in front desk there is a house bank box it will be increased risk the house bank steal by other people.

A: When we need to use jargon and with whom we use the jargon?

B: To all department and depends on the context. For example housekeeping and food and beverages department no need use jargon ARR (Average Room Rate), but if FO, back office and the manager need to use jargon ARR.

A: When we need to use ARR?

B: Every day we need to use ARR to know the average room rate each day because usually in a hotel the rate is not flat. It is not possible we sale the room with the same rate if hotel full we should increase the rate and if not really full we should decrease the rate, that's why we need to know the ARR.

A: Is that every department has different jargon or same jargon?

B: I think jargon in the hotel industry is the same and every hotel employee knowing that but they use that base on context like what I said before.

A: Can you mention some example from each department?

B: Housekeeping has relation with a room so they use jargon like VD, VC, VR, and many other to give a report to FO about room status. For example, if HK said 101 berish, 102 kotor to give a report to FO and in front of FO still there is a guest it will be a bad sound, but if they use 102 VR, 101 VD the guest don't know what we mean and more good to listens.

A: Is there a special jargon in the Front Office department?

B: I think there is no special jargon in FO because FO is central and it will have relationships with other departments.

A: If you think in FO there is no special jargon, is that in FB no special jargon too?

B: FB and FO have a different system and team FB usually is rolling. For example today I am a waiter, tomorrow I become a runner, then become a checker, and etc. So I think they have special jargon and other departments do not know their jargon.

A: When we use jargon, is the guest know what we mean?

B: If the jargon can be translated in Bahasa maybe they can know but if jargon like ARI, MPI, ARR, RGI, DSR, etc. They don't know what we mean.

A: ARI, MPI, RGI, DSR what is that?

B: If you work at a hotel and you in the Front office department you will know and use that jargon every day. It uses to give a competitor report. Competitor report is to compare our hotel performance with another hotel in the same area. MPI is Market penetration index so we can know how efficient we sell the room. RGI is Revenue Generated Index,

it is to know hotel income per day but if compare with a competitor. ARI is Average Room Rate Index it mean average room rate per month

B. Interviewee (Front Office Manager of Grand Candi Hotel)

A: what do you think about jargon? is that important?

B: to me it is important because it makes communication easier. With jargon, we can do fast service to the guest.

A: when and with whom jargon use?

B: usually we use when we serve the guest and we use jargon to make faster service. For example please take the RC, and the guest does not know what is RC (Registration Card). It is a form for Check-in.

A: is each department have their own jargon or is there general jargon in a hotel?

B: there is some general jargon that uses for all hotel employees. For example, if we said incognito all of the hotel employees will know if the guest wants to their identity is secret, but there is also jargon that only some department know the jargon. For example FO and HK, when HK give a report to FO that room 209 ONL (occupied no luggage) it mean there is no guest in the room and usually the guest has not finished the payment.

A: For FO, is there any specifics jargon?

B: maybe if the guest wants to do payment using CC but only for bail the FO only said OPEN, BLOCK or CARDVER. So, the CC only as a bail, but if the guest said the CC for SALE it means the CC not only for bail.

A: alright, what jargon FO use if with their partner?

B: for example house bank, SDB (safe deposit Box) the guest do not know the mean, but usually HK know some jargon FO that has related with a room.

A: do FO know all the jargon from each department but each department do not know the FO jargon?

B: I don't think so if HK said VR maybe FO know it but if HK or FB they have another jargon we don't know because they also have so many jargons.

A: exclude house bank is there any specifics jargon use in FO?

B: maybe ARR, how many ARR for today? Everyday FO always talks about ARR because it is important. Then there is also house use (hotel employees who use the room for free), compliment (it is free too but if compliment use for our guest). If GM's guest its mean compliment but if the GM its mean house use and if owner its mean compliment because the owner is not hotel employees.

A: what is in-house mean?

B: in-house are people who stay in a hotel, EA (expected arrivals) is the guest who will check in, ED (Expected Departures) is the guest who will check out, WIG (walk-in guest) is the guest who comes without doing reservation first. Usually, people do not know that jargon.

A: is there any guest know the jargon that FO use?

B: maybe repeater guest know some jargon.

A: so, some of the guests know the jargon?

B: yes because they too often go to a hotel.

A: Alright. How long you work at a hotel?

B: my basic is hospitality, in 1995 I started work at travel agent than 2003 move to hotel industry until 2017, so work at hospitality industry 22 years.

A: what hotel you have been work?

B: there are 10 hotels. in Quest hotel Semarang as night manager, sunrise hotel Semarang as hotel manager/GM, Grand Candi hotel Semarang as duty manager, Losari now the name is Mesastila resort, in Tlogo Plantation Resort the owner is central java government, Patra Jasa Semarang because I have graduated from Patra Jasa, Pandanaran hotel Semarang, studio inn and suites Rinjani as an ass.manager and oaktree emerald as duty manager.

A: so before in hotel you in travel agent right? Is there any different jargon between hotel and travel agent? We know both have a hospitality background.

B: yes I think it is different, I remember that travel agent jargon is like ASAP (as soon as possible), or we said DAPO (do as possible). So every job has different jargon I think. That's why I said that jargon is important and it is secret.

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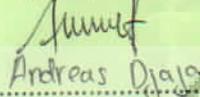
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Semarang, 12 Maret 2019

Petugas, Yang Meyerahkan

Dosen Pembimbing



Andreas Djaja

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