

THE LANGUAGE FUNCTION USED BY RECEPTIONIST IN C151 LUXURY VILLAS DREAMLAND

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Abstrak

Penelitian ini berjudul “*The Language Function Used by Receptionist in C151 Luxury Villas Dreamland*”. Tujuan dari penelitian ini adalah untuk mengidentifikasi jenis fungsi bahasa dan untuk menganalisis kesopanan bahasa receptionist di C151 Luxury Villas Dreamland. Teori yang digunakan untuk menganalisis data diambil dari teori fungsi bahasa oleh M.A.K Halliday (1973) dan teori kesopanan dalam berbicara oleh Ronald Wardhaugh. Data dalam penelitian ini diambil dari 10 percakapan yang diperoleh dengan metode observasi dan merekam percakapan. Hasil dari analisis adalah percakapan antara receptionist dan tamu hanya menggunakan empat fungsi bahasa dari tujuh fungsi bahasa yang disebutkan oleh Halliday. Empat fungsi bahasa itu adalah *fungsi instrumental*, *fungsi interaksi*, *fungsi heuristic*, dan *fungsi representasional*. Dalam penelitian ini juga ditemukan bahwa 10 percakapan tersebut terdapat 1 struktur yang sering digunakan yaitu, penyebutan title seseorang.

Kata Kunci: Fungsi Bahasa, Kesopanan, Ekspresi

1. Background of the study

English is an international language. Everyone wants to be able to speak English because English is an International language. Therefore, people who come to other countries must be able to speak the language of that country; at least they should be able to speak English. According to Halliday (1973:7), in the most general terms, people do differently with their language, that is; they expect a large number of different purposes by talking, writing, listening and reading. Especially for talking, Halliday determines seven classifications of language function. They are Instrumental function, Regulatory function, Representational function, Interaction function, Personal function, Heuristic function, and Imaginative function. While we are talking with someone, we have to be polite. Politeness is best expressed as the practical application of good manners or etiquette, and it is also one way of showing appreciations of one person to

another. This study analyzes conversation between the receptionist and the guest in order to see how politeness is involved in the conversation.

2. Problems of the Study

Based on the background of the study, the problems of the study can be formulated as follows:

1. What kind of language functions found in English used in *C151 Luxury Villas Dreamland*?
2. What politeness expressions are used in each function?

3. Aims of the Study

Based on the problems stated above, the purposes of the present study are:

1. To identify the kinds of language functions used by Receptionist in *C151 Luxury Villas Dreamland*.
2. To analyze politeness used by Receptionist in *C151 Luxury Villas Dreamland*.

4. Research Method

The research method of this study is related to the problems mentioned above; the method used in this study consists of data source, method and technique of collecting data and method and technique of analyzing data, as presented as follows:

4.1 Data source

The data of this study were collected from 5 receptionists in *C151 Luxury Villas Dreamland* as the respondents. "*C151 Luxury Villas Dreamland*" was chosen with consideration that *C151* is five star villa and all of the Receptionist in *C151 Luxury Villas Dreamland* have basic tourism skill, including English.

4.2 Method and Technique of Collecting Data

The data were collected in two ways. The first was done by interviewing the receptionists in order to receive their personal data. The second method was done through observations. It was done by recording and taking note during the conversations between the staff and the guest. Finally, identifying and classifying the data to see the kinds of language functions.

4.3 Method and Technique of Analyzing Data

After completing the data, it was continued with the method and technique of analyzing data. The qualitative method is the method used to find out the answer to the problem. First of all, the data were collected by recording the conversations between the staff and the guest at the villa. After that, the data were transcribed on paper.

5. Analysis

5.1 The Analysis of the Language Function.

After collecting the conversations between the receptionist and the guest in *C151 luxury villas dreamland*, the conversations were divided into seven functions of language by Halliday. From all of the language function, there were four functions occurring. A more detailed explanation can be seen below.

5.1.1 Instrumental Function.

The example of this function can be seen in the conversations below:

Conversation:

Guest : Good evening

Receptionist : Good evening, sir. *Can I help you?*

Guest : *May you call taxi for us?*

Receptionist : All right sir, where would you have to go?

Guest : I'm going to Jimbaran bay to have a dinner.

Receptionist : Could you have a sit first and the taxi will coming.

Guest : Ok, thank you

The conversation above refers to the instrumental function because in the conversation there is a sentence that shows a guest requests a taxi to the receptionist. In this case, the guest wants to the receptionist to call the taxi for him. Another sentence is when the receptionist said "Can I help you?" the receptionist offers help to the guest.

5.1.2 Representational Function.

The example of this function can be seen in the conversations below:

Conversation II:

Receptionist : Good afternoon. May I help you?

Guest : Yes. We have a booking for tonight. The name is Jane Merrick

Receptionist : Just a moment, please. *Yes, that was 1 villa with 2 bedroom, living room, and swimming pool.*

Guest : Yes, that's right.

Receptionist : Would you like to register, please? How are you going to pay, madam?
By cash or by credit card?

Guest : In Credit card.

Receptionist : May I see your passport, please? Thank you, madam. *Here's your key card. Your villa number is 7. The butler will show you up.* Have a nice day, madam.

Guest : Thank you

The conversation above has the representational function because the receptionist in this conversation describes the facilities in the villa's room.

5.1.3 Interaction Function

Conversation II shows that there is an interaction between the receptionist and the guest. The receptionist asks the guest about the payment and the guest answers the receptionist's question. The conversation can be seen as follows:

Conversation II:

Receptionist : Good afternoon. May I help you?

Guest : Yes. We have a booking for tonight. The name is Jane Merrick

Receptionist : Just a moment, please. Yes, that was 1 villa with 2 bedroom, living room, and swimming pool.

Guest : Yes, that's right.

Receptionist : *Would you like to register, please? How are you going to pay, madam? By cash or by credit card?*

Guest : *In Credit card.*

Receptionist : May I see your passport, please? Thank you, madam. Here's your key card. Your villa number is 7. The butler will show you up. Have a nice day, madam.

Guest : Thank you

From the example above, in conversation II when the receptionist said “: *would you like to register, please? How are you going to pay, madam? By cash or by credit card?*” and the guest answer “*In Credit card*”. The receptionist wants to know about the payment. She used interaction function in this case.

5.1.4 Heuristic Function

In this case, the guest wanted to know about the information in *C151 Luxury Villas Dreamland*. She used heuristic function, as can be seen when the guest came to *C151 Luxury Villas Dreamland*. The conversation can be seen in the following example below:

Conversation I

Receptionist : Good morning madam, welcome to *C151 Luxury villas Dreamland*, may I help you?

Guest : *Good morning, it's nice place, I need some information about your room rate. Can I looking your brochure?*

Reception : Yes please madam.

Halliday (1973:14-15) concludes that the young child is really aware of how to use language to learn. Based on the utterance above, the guest often conveys a question in order to get more information about *C151 Luxury villas dreamland* in brochure.

5.2 The analysis of Politeness

5.2.1 The Analysis of Politeness in Conversation I

Conversation I:

Receptionist : *Good morning madam*, welcome to C151 Luxury villas Dreamland, *may I help you?*

Guest : Good morning, it's nice place, I need some information about your room rate. Can I looking your brochure?

Reception : *Yes please madam.*

Based on conversation I, the utterance "*Good morning madam*", from the receptionist is polite in the situation where the conversation took place. It was a formal language to greet someone; it was also used to greet someone else when they arrive at their destination and the first time when the receptionist met them. The word "*Madam*" was a polite way of greeting or addressing them since the receptionist didn't know them well. The questions and the answer made by the receptionist and guest are polite such as: "*May I...*, *Can I...* and *Yes please madam*". Form the social status, the language used was also polite because in the language used by the receptionist to the guest is a formal language which is always used in the conversations at the Villa and the language from the guest is also polite because it gives good answers to the receptionist's question.

6. CONCLUSION

Based on the analysis, it can be concluded that there are seven types of function. However, in this study only four functions were found from those seven functions. Those four functions are: instrumental function, interactional function, heuristic function and representational function. The analysis shows that the function which is frequently used is instrumental function. The conversation in the data shows that the

sentence used as the means of communication is the characteristic of instrumental function. From the finding it was also found that the structure of politeness influenced the conversation between receptionist and guest. From those structures, it was found that term of address was the dominant structure found in the conversation that influenced politeness in the conversation between the receptionist and guest.

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