

## CHAPTER IV

### FINDING AND DISCUSSION

#### A. Finding

##### 1. Jargon

The data of this research were taken from utterance and conversation used by FBS Division at Aria Barito Hotel Banjarmasin. The writer recorded their conversation. The recording in this research is collected randomly, because the writer only chooses the topics that contain appropriate words of jargon in this research to be analyzed. Food and Beverage Department at Aria Barito Hotel Banjarmasin has four outlets: (1) Coffee Shop, (2) Lobby Lounge, (3) Room Service and (4) Meeting, Incentive, Convention and Exhibition (MICE).

Based on the transcript (*see appendix*), the writer classified the jargons of Food and Beverage Service (FBS Division) into sixteen categories. They are: (1) The status of employee in FBS Division, (2) The shift periods of FBS Division, (3) Arrival, departure and other procedural information, (4) The outlets of FBS Division, (5) MICE package, (6) Coffee break period, (7) Setting of MICE rooms and kinds of table, (8) The meeting rooms, ballroom and convention room, (9) The rooms of employees, (10) Types of menu, (11) Meals of the day, (12) Kinds of breakfast, food and beverage, (13) Menu



The workers in the hotel especially FBS Division are classified into three categories: First is contracted worker. Second, *daily worker (DW)* is contracted in 3-9 months. Third, *casual* is a worker that works if the hotel needs more employees for several days in high season.

## 2. The Shift Periods of FBS Division

NO	Jargons in Conversation	Context	Information and Meaning
3	W3: Kalo kamu Waiter 7? W7: Aku <b>M</b> . Ya kan pak? HO: Iya dia <b>morning</b> .	Coffee Shop (Conversation among W3, W7 and HO)	<b>M</b> stands for <b>Morning</b> <b>M</b> /em/ is pronounced in Indonesian way. <b>Morning Shift</b> starts from 7 am – 3 pm.
4	W1: Waiter 5 masuk apa bang? W3: <b>Middle</b> dia.	Coffee Shop (Conversation between W1 and W2)	<b>Middle</b> <b>Middle Shift</b> starts from 11 am- 7 pm.
5	W1: Besok kam masuk apa? W5: <b>E</b> aku.	Coffee Shop (Conversation between W1 and W5)	<b>E</b> stands for <b>Evening</b> <b>E</b> /e/ is pronounced in Indonesian way. <b>Evening Shift</b> starts from 3 pm- 11 pm.
6	W3: Pak aku besok kena <b>shift</b> apa ya? HO: <b>N</b> .	Coffee Shop (Conversation between W3 and HO)	<b>N</b> stands for <b>Night</b> <b>N</b> /en/ is pronounced in Indonesian way. <b>Night Shift</b> starts from 11 pm – 7 am.
7	Waiter 1: Ada jua middle nya bang lah? Waiter 3: Iya ada. Ada lagi yang <b>split</b> .	Coffee Shop (Conversation between W1 and W3)	<b>Split</b> <b>Split</b> is a shift that divide into 2 parts. For example: Start from 7 am-11 am and next start from 7 pm-11 pm. It must reach 8 hours in a day work.
8	W1: Gak jadi <b>off</b> kah bang? W3: Iya jadi. Hari ini <b>off</b> nya.	Coffee Shop (Conversation between W1 and W3)	<b>Off Day</b> <b>Off Day</b> is a day when an employee of FBS Division does not has any schedule to work.

The employees of FBS Division work in shift. Every shift is work for eight hours. In a week, the employees have one free day or *off day*. The periods of *middle* and *split* are the conditional shift period. It means if the FBS Division has low activity in the morning and high activity in the evening or night, the division needs more employees for handle it. Therefore, by this shift period the event will be handled well.

### 3. Arrival, Departure and Other Procedural Information

NO	Jargons in Conversation	Context	Information and Meaning
9	W2: Eh berapa <b>EA</b> lawanED nya berapa banyak hari ini? W2: <b>EA</b> nya 23 room kah, kaloED nya 15 room. Ya sudah ae, makasih.	Lobby Lounge by phone ( <i>Conversation between W2 and Front Officer</i> )	<b>EA</b> stands for <b>Expected Arrival</b> <b>EA</b> /ε-ei/ is pronounced in English way. <b>EA</b> is the prediction of hotel to the guest who will come to the hotel.
10	W2: Eh berapa EAlawan <b>ED</b> nya berapa banyak hari ini? W2: EA nya 23 room kah, kalo <b>ED</b> nya 15 room. Ya sudah ae, makasih ya.	Lobby Lounge by phone ( <i>Conversation between W2 and Front Officer</i> )	<b>ED</b> stands for <b>Expected Departure</b> <b>ED</b> /ε-di:/ is pronounced in English way. <b>ED</b> is the prediction of hotel to the guest who will leave the hotel.
11	M: Ada yang <b>OTA</b> atau D.Ron kah pagi ini? Ws6: Ada kamar 316, 404, 443 <b>OTA</b> lawan 404, 443 D.Ron.	Coffee Shop ( <i>Conversation between M and Ws6</i> )	<b>OTA</b> stands for <b>Online Travel Agent</b> <b>OTA</b> /o-te-a/ is pronounced in Indonesian way. <b>OTA</b> is a reservation of hotel used by website/app travel agent such as Traveloka and TripAdvisor.
12	HO: Waitress 9! Tamu dari kamar 443 ada breakfast gak? Ws9: Gak ada di daftar pak? HO: Oh, ya udah. Dia itu <b>R/O</b> .	Coffee Shop ( <i>Conversation between HO and Ws9</i> )	<b>R/O</b> stands for <b>Room Only</b> <b>R/O</b> /er-o/ is pronounced in Indonesian way. <b>R/O</b> is the status of rooms, it specifically means no meals

			included, you are just paying to stay in the room.
13	M: Ada yang OTA atau <b>D.Ron</b> kah pagi ini? Ws6: Ada kamar 316, 404, 443 OTA lawan 404, 443 <b>D.Ron</b> .	Coffee Shop ( <i>Conversation between M and Ws6</i> )	<b>D.Ron</b> stands for <b>Deluxe Room Only</b> <b>D.Ron</b> /di:-ron/ is pronounced in English way. <b>D.Ron</b> is a promotion sale of deluxe rooms that is part of <i>Room Only (R/O)</i> status.
14	W1: <i>Coffee shop</i> te sunyi pada semalam, semalam hibak lalu. C: Semalam 140 <b>pax</b> , ini 80 ja. W1: Uh.... Pantas ae.  W5: Waiter 1 ambikan kue yang ada tulisan 30 <b>pax</b> di <i>pastry</i> ! W1: Ini kah? W5: Iya. Kita bawa ke <i>Mentayanih</i> .  W1: Ini berapa <b>pax</b> bang? W3: Gak banyak, cuman 75 <b>pax</b> .  W1: Berapa <b>pax</b> hari ini bang pina sepi? W10: Dasar sedikit cuman 18 <b>pax</b> aja.	Barito Ballrom ( <i>Conversation between W1 and C</i> )  Pastry Room ( <i>Conversation Between W5 and W1</i> )  Mahakam Room ( <i>Conversation between W1 and W3</i> )  Coffee Shop ( <i>Conversation between W1 and W10</i> )	<b>Pax</b> <b>Pax</b> refers to the person, passenger or guest.
15	M: Kalian sekarang yang anak baru, kan <b>tax</b> dan service charge itu 21%, itu pembagian persennya harus tau. Jadi <b>tax</b> itu 10% dan 10% service chaege nah yang 1% nya lagi itu buat lost and breakage.	Coffee Shop ( <i>Briefing by M</i> )	<b>Tax</b> <b>Tax</b> is money that has to be paid to the government. It is about 10% from 21%.
16	M: Kalian sekarang yang anak baru, kan tax dan <b>service charge</b> itu 21%, itu	Coffee Shop ( <i>Briefing by M</i> )	<b>Service Charge</b> <b>Service Charge</b> isa fee charge for a particular service. It is

	pembagian persennya harus tau. Jadi tax itu 10% dan 10% <b>service charge</b> nah yang 1% nya lagi itu buat lost and breakage.		about 11% from 21%.
17	M: Jadi tax itu 10% dan 10% service charge nah yang 1% nya lagi itu buat <b>lost and breakage</b> . Hal seperti itu kalian perlu tau. Jadi itu aja untuk hari ini kita Tossdulu. Pelan-pelan ada tamu.FB..... Yess.	Coffee Shop (Briefing by M)	<b>Lost and Breakage</b> <b>Lost and Breakage</b> is The payment of something or equipment of restaurant that loss or break by the guest. This is part of <i>service charge</i> , it is about 1% from 11% in <i>service charge</i> .
18	HO: Saya mau nambahani. Sebentar lagi kita memasuki bulan puasa. Nah kita punya promo buat buka puasa, yaitu harga Rp. 85.000 pax/ <b>nett</b> udah itu.  W5: Iya pak! Uдах <b>nett</b> harganya.	Coffee Shop (Briefing by HO)  Coffee Shop by phone (Conversation between W5 and Guest)	<b>Nett</b> <b>Nett</b> is cost of something that is including tax 10% and service charge 11%.
19	HO: Nah kita punya promo buat buka puasa, yaitu harga Rp. 85.000 pax/nett udah itu, gak ++ ( <b>plus-plus</b> ) ya itu. Coba cek hotel mana aja saya berani jamin ini paling murah.	Coffee Shop (Briefing by HO)	++ /plʌs- plʌs/ is pronounced in English way. ++ is cost of something that is excluding tax 10% and service charge 11%.
20	W1: Di tempat itu kan bang bikin nya? W3: Iya de. Eh de, nanti kalo ada dari room 314 breakfast kenakan <b>charge</b> ya! Soal nya dia RO.	Coffee Shop (Conversation between W1 and W3)	<b>Additional Charge</b> <b>Additional Charge</b> is an additional payment from the guest of something.
21	W1: Pak, ini memang waiter 5 ya yang pegang? HO: Iya, waiter 5 <b>charge</b> nya. Itu lah <b>PIC</b> nya anggapan nya.	Barito Ballroom (Conversation between W1	<b>PIC</b> stands for <b>Person in Charge</b> <b>PIC</b> /pi:-ai-si:/ is pronounced in English way.

		<i>and HO)</i>	<b>PIC</b> is a person/employee who stand by and responsible on the event.
22	W1: Oh.. sip bang. Bang ini punya <b>deposit</b> gak? W4: Julungi ja bill nya nih, kena mun inya ada <b>deposit</b> minta tanda tangan aja, kalau gak dia langsung bayar.	Room Service ( <i>Conversation between W1 and W4</i> )	<b>Deposit</b> <b>Deposit</b> is money placed of the guest in front office.
23	W4: Nanti serahin ini <i>bill</i> nya lah. Kalo lagi <b>DnD</b> di ketok aja. W1: Apa tuh <b>DnD</b> bang? W4: <b>Don't disturb</b> maksudnya	Room Service ( <i>Conversation between W1 and W2</i> )	<b>DnD</b> stands for <b>Don't Distrube</b> <b>DnD</b> /di:- en-di:/ is pronounced in English way. <b>DnD</b> is room status that cannot be disturbed by the employees of hotel.
24	HO: Tamu <b>VIP</b> nya sudah datang kah? W1: Wagub kh pak? Iya udah.	Barito Ballroom ( <i>Conversation between HO and W1</i> )	<b>VIP</b> stands for <b>Very Important Person</b> <b>VIP</b> /vi:- ar-pi:/ pronounced in English way. <b>VIP</b> is status of the guest who gets special service.

#### 4. The Outlets of FBS Division

NO	Jargons in Conversation	Context	Information
25	W5: Pak FB outlet dimana? W1: Di <b>coffee shop</b> . Aku di suruh FB outletke sini.  W5: Iya sudah pak. Tapi belum di ambil barangnya pak. S1: Ya udah. Langsung aja angkut barangnya ke <b>Coffee Shop</b> .  HO: Aduh kain buat <b>polesan</b> habis lagi. W5: Ituh banyak pak di <b>coffee shop</b> .	Barito Ballroom ( <i>Conversation between W5 and W1</i> )  Coffee Shop ( <i>Conversation between W5 and S1</i> )  Barito Ballroom ( <i>Conversation between HO and W5</i> )	<b>Coffee Shop</b> <b>Coffee Shop</b> is a restaurant of hotel that opens for 24 hours.

26	<p>W1: Mau di bawa kemana nih bang?</p> <p>W2: Di bawa ke <b>lobby lounge</b> depan situ.</p> <p>W2: Waiter 1! Kam kena ambil lah jus papaya lawan teh di <b>lobby lounge</b>. Kena kasih yang cewe jus yang cowo teh.</p> <p>W1: Oke bang.</p> <p>M: Ini aku mau jual di depan <b>lobby lounge</b>.</p> <p>M: Oh... Gope aja yaa.</p>	<p>Coffee Shop (Conversation between W1 and W2)</p> <p>Coffee Shop (Conversation between W2 and W1)</p> <p>Coffee Shop by Phone (Conversation between M and Other person by phone)</p>	<p><b>Lobby Lounge</b> <b>Lobby Lounge</b> is a place on the lobby of hotel where supply beverage as like mocktail or cocktail, cake and snack foods.</p>
27	<p>W1: Bang itu piring kotor mana?</p> <p>W3: Itu dari kamar-kamar, abis <b>room service</b>. Enaknya nih di restoran kalo ada <b>room service</b>, pasti dapat duit hhehe... gak pasti sih, tapi biasanya.</p>	<p>Coffee Shop (Conversation between W1 and W3)</p>	<p><b>Room Service</b> <b>Room Service</b> is a hotel service enabling guests to choose menu items for delivery to their rooms.</p>
28	<p>W1: Ada <i>Coffee Shop, Lobby Lounge, Room Service</i> sama <b>Banquet</b>.</p> <p>HO: Sebenarnya bukan <i>handle</i> sih, tapi itu namanya <i>outlet-outlet</i> dari F&amp;B Department dan untuk <b>Banquet</b> itu istilah nya <b>MICE</b>.</p> <p>HO: Assalamualaikum.. untuk <b>event</b> hari ini wain sampai dinner DPRD Tabalong..... Besok <b>event</b> itu masih DPRD sama... paling check out gak ada <b>meeting</b> lagi itu.</p>	<p>Barito Ballrom (Conversation between W1 and HO)</p> <p>Coffee Shop (Briefing by HO)</p>	<p><b>MICE</b> stands for <b>Meeting, Incentive, Convention and Exhibition</b> <b>MICE</b> /mais/ is pronounced in English way. <b>MICE</b> is a type of tourism in which large group, usually planned well in advance, are brought together for a particular purpose as like business meeting, ceremony or party.</p>



W1: Ada <b>meeting</b> kah di sana? W5: Iih... Bantui aku <i>set up free functionnya</i> mau lah?	Kapuas Room (Conversation between W1 and W5)	
W5: Waiter 1, besok ada <b>event</b> sekalnya di <i>Ballroom</i> .	Coffee Shop (Conversation between W5 and W1)	
W1: Iya kah? Sudah kam <i>set up</i> lah?		

Aria Barito Hotel Banjarmasin has the *Imperial Coffee Shop* in the second floor. This place is wide with indoor and outdoor places. Indoor is room for no smoking area and outdoor is for smoking area. This restaurant is providing the supplies of food and beverage in this hotel. Then, *Lobby Lounge* is open start from 10 am until 11 am. Then, the service of *Room Service* is for 24 hours, the guests can order the food or beverage whenever they want. The last, *MICE* has various packages with various rates. Start from the high rate until the bottom rate, which is based on negotiation from the customers with the marketing of hotel.

### 5. MICE Package

NO	Jargons in Conversation	Context	Information and Meaning
29	M: .....Kita juga ada paket-paket di sini. Ada yang <b>half day</b> , apa itu waiter 2? W2: <b>Half Day</b> itu <i>coffee break</i> , 1 <i>lunch</i> .	Coffee Shop (Briefing and conversation between M and W2)	<b>Half Day</b> <b>Half day</b> is MICE package in half day. This package is including <i>coffee break (CB)</i> and <i>Lunch</i> .
30	M: Iya... Kalau <b>Full day</b> ? W4: <b>Full Day</b> ..... <i>CB 1</i> , 1 <i>lunch</i> , <i>CB 2</i> .	Coffee Shop (Briefing and conversation between M and W4)	<b>Full Day</b> <b>Full Day</b> is MICE package in Full Day. This package is including <i>CB 1</i> , <i>lunch</i> and <i>CB 2</i> .

31	M: Oke... Nah sekarang untuk <b>Residential</b> sama Full Board. Kalo <b>Residential</b> itu 1 coffee break, 1 lunch, 2 coffee break, 1 dinner.....	Coffee Shop (Briefing by M)	<b>Residential</b> <b>Residential</b> is MICE package including: <i>CB 1, lunch, CB 2, dinner and CB 3.</i>
32	M: Oke... Nah sekarang untuk Residential sama <b>Full Board</b> . Kalo Residential itu 1 coffee break, 1 lunch, 2 coffee break, 1 dinner. Sedangkan <b>Full Board</b> itu sama cuman plus nginap	Coffee Shop (Briefing by M)	<b>Full Board</b> <b>Full Board</b> is MICE package including: <i>CB 1, lunch, CB 2, Dinner, CB 3 and rooms.</i>

#### 6. Coffee Break Period

NO	Jagons in Conversation	Context	Information and Meaning
33	HO: <b>Coffee break</b> sudah kah? W1: Belum lagi pak.  HO: Assalamualaikum.. untuk event hari ini wain sampai dinner DPRD Tabalong. Mentaya sampai <b>CB 2</b> . Hari ini ada dinner Mitshubisi 150 pax di Barito Ballroom terus satu lagi Kementerian Agama, lunch, dinner, <b>CB 3</b> ....	Barito Ballroom (Conversation between HO and W1)  Coffee Shop (Briefing by HO)	<b>CB</b> stands for <b>Coffee Break</b> <b>CB</b> /Ce-Be/ is pronounced in Indonesian way. <b>Coffee Break</b> is a rest period during the business/meeting day to have coffee/tea and some other refreshment, usually about 10 or 15 minutes. <b>CB 1</b> = The first of rest period at 8 am – 10 am. <b>CB 2</b> = The second of rest period at 2 pm- 4 pm. <b>CB 3</b> = The third of rest period at 8 pm – 10 pm.

#### 7. Setting of MICE Rooms and Kind of Table

NO	Jargons in Conversation	Context	Information and Meaning
34	C: Diatas buhan <b>casual</b> SMK 4 kah waiter 5. W5: Hi'ih. Buhannya menset up <b>theater</b> tu di Mahakam.	Barito Ballroom (Conversation between C and W5)	<b>Theater set</b> <b>Theater set</b> is set of seat or chairs in rows facing a stage area, using chairs only.

	HO: ...Terus lagi Jum'at Sabtu itu rasanya ada di Mahakam 350 pax <b>theater</b> , Jum'at Sabtu.	Coffee Shop (Briefing by HO)	
35	W5: <i>Table cloth</i> nya paculi lah tu soalnya handak di <i>set up</i> <b>classroom</b> . W1: Oh iya kah? Sepp ae.. Tapi ku kada tau cara melipat mejanya.  W1: Iya kah? Sudah kam <i>set up</i> lah? W5: Belum lagi. <b>Classroom</b> 200 pax itu.	Barito Ballroom (Conversation between W5 and W1)  Coffee Shop (Conversation between W1 and W5)	<b>Classroom set</b> <b>Classroom set</b> is row of conference tables with chairs facing the front of a room, providing writing space for each person.
36	HO:.....Besok itu Kementrian Agama, Mahakam, Mentaya, Martapura,setnya <b>round table</b> . Besok itu aja. Terus lagi Jum'at Sabtu itu rasanya ada di Mahakam 350 paxtheater, Jum'at Sabtu.....	Coffee Shop (Briefing by HO)	<b>Round Table set</b> <b>Round Table</b> is set of conference or group discussion using round tables.
37	W1: Waiter 5 <i>set up</i> apa nih di <i>wain</i> ? W5: Set up <b>U shape</b> nah buat besok 20 pax.	Wain Room (Conversation between W1 and W5)	<b>U Shape set</b> <b>U shape set</b> is A series of conference tables set in the shape of the letter U, with chairs around the outside.
38	W1: Ini pake meja apa ya pak, buat naroh tambahan <i>lunch</i> nya pak? HO: Ambil aja lagi itu <b>round table</b> di belakang!	Barito Ballroom (Conversation between W1 and HO)	<b>Round Table</b> <b>Round Table</b> is foldable banquet table with round shape.
39	W1: Oh... Ku bantu nah. W5: Waiter 1 kam tolong ambilin meja <b>IBM</b> lah di <i>Mentaya</i> !	Wain Room (Conversation between W1 and W5)	<b>IBM</b> stands for <b>International Banquet Measurement</b> <b>IBM</b> /Ie-bi:-em/ is pronounced in Indo bnesian and English way. <b>IBM</b> is foldable banquet table with rectangular shape.

A *MICE* event has a preparation well in advance, one of them is the setting rooms. Many styles of setting rooms (*see on the table above*).

Therefore, the setting of rooms is based on the reservation or concept of the customers. Aria Barito Hotel Banjarmasin uses two kinds of table, which are *round table* and *IBM*. By those tables, FBS Division sets the rooms based on the request.

#### 8. The Meeting Rooms, Ballroom and Convention Room

NO	Jargons in Conversation	Context	Information and Meaning
40	W1: Hhehe... Sabar bang. Nih mau kemana bang? W3: Mau cek <b>free function</b> .  W1: Ada <i>meeting</i> kah di sana? W5: Iih... Bantui aku <i>set up free function</i> nya mau lah?	Coffee Shop ( <i>Conversation between W1 and W3</i> ) Kapuas Room ( <i>Conversation between W1 and W5</i> )	<b>Free Function</b> <b>Free Function</b> is place for take a rest in a meeting or conference, usually this place is use for coffee break or meal.
41	W1: Pak ngambil kursi lagi dimana ya? Minta lagi itu yang di <i>Mentaya</i> . HO: Itu ambil aja di <b>wain</b> sampingnya.  W1: Waiter 5 <i>set up</i> apa nih di <b>wain</b> ? W5: <i>Set up U shape</i> nah buat besok 20 pax.  W1: Dimana tadi bang yang 30 pax? W2: Di..... <b>Wain</b> .	Coffee Shop ( <i>Conversation between W1 and HO</i> )  Wain Room ( <i>Conversation between W1 and W5</i> )  Coffee Shop ( <i>Conversation between W1 and W2</i> )	<b>Wain Room</b> <b>Wain Room</b> is a room that is used for meetings.
42	W1: Ini kah? W5: Iya. Kita bawa ke <b>Mentaya</b> nih.  W1: Pak ngambil kursi lagi dimana ya? Minta lagi itu yang di <b>Mentaya</b> .	Pastry Room ( <i>Conversation between W1 and W5</i> ) Coffee Shop ( <i>Conversation between W1</i>	<b>Mentaya Room</b> <b>Mentaya Room</b> is a room that is used for meetings.

	HO: Itu ambil aja di <i>wainsampingnya</i> .	<i>and HO</i> )	
43	HO: .....Besok itu Kementrian Agama, Mahakam, Mentaya, <b>Martapura</b> , setnya <i>round table</i> .	Coffee Shop ( <i>Briefing from HO</i> )	<b>Martapura Room</b> <b>Martapura</b> is a room that is used for meetings.
44	W1: Bang... Abang <i>stand by</i> di mana? W3: Di <i>Barito</i> , <b>Kahayan</b> , Wain dimana-mana..	Barito Ballroom ( <i>Conversation between W1 and W3</i> )	<b>Kahayan Room</b> <b>Kahayan Room</b> is a room that is used for meetings.
45	Guest: Oh yang di depan itu ya. Kalo <b>katingan</b> ? W5: Iya pak, kalo <b>katingan</b> di depan sana.	Barito Ballroom ( <i>Conversation between Guest and W5</i> )	<b>Katingan Room</b> <b>Katingan Room</b> is a room that is used for meetings.
46	W1: Mau kemana waiter 5? W5: Ke <b>Kapuas</b> .	Coffee Shop ( <i>Conversation between W1 and W5</i> )	<b>Kapuas Room</b> <b>Kapuas Room</b> is a room that is used for meetings. It has free function room.
47	W5: Waiter 1... Kam <i>stand by</i> di <b>Barito</b> gin! W1: Oke-oke.  W1: Ohhh. Mana waiter 5 bang? W2: Di <b>barito</b> inya.  W5: Waiter 1, besok ada <i>event</i> sekalinya di <b>Ballroom</b> . W1: Iya kah? Sudah kam <i>set up</i> lah?	Barito Ballroom ( <i>Conversation between W5 and W1</i> ) Coffee Shop ( <i>Conversation between W1 and W2</i> ) Barito Ballroom ( <i>Conversation between W5 and W1</i> )	<b>Barito Ballroom</b> <b>Barito Ballroom</b> is a large room usually used for party, wedding or banquet.
48	Chef: Enggak, buat di atas. W3: Kalo di atas buat <b>Mahakam</b> sana.  W 4: Pak... Minta anak <i>PA</i> pak ke.... <b>Mahakam</b>	Pastry Room ( <i>Conversation between Chef and W3</i> ) Coffee Shop by Handy	<b>Mahakam Convention Room</b> <b>Mahakam Convention Room</b> is a bulding where large groups of people gather for meetings or events. It has free function room.

	<p>pak.</p> <p>PA: Oke....</p> <p>C: Diatas buhan <i>casual</i>SMK 4 kah waiter 5.</p> <p>W5: Hi'ih. Buhannya menset up theater tu di <b>Mahakam</b>.</p>	<p>Taly (HT)</p> <p>(<i>Conversation between W4 and Public Area</i>)</p> <p>Barito Ballroom</p> <p>(<i>Conversation between C and W5</i>)</p>	
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Aria Barito Hotel Banjarmasin has six *meeting rooms*, one *ballroom* and one *convention room*. The capacity in every room is different. The hotel provides rooms for small group discussion until large group discussion. *Barito Ballroom* has balcony on the upstairs with huge pillars. *Kapuas Room* and *Mahakam Convention Room* have *free function room*. They are the only room that have *free function space*.

#### 9. The Rooms of Employees

NO	Jargons in Conversation	Context	Information and Meaning
49	<p>M: Kamu udah makan belum?</p> <p>W1: Belum pak.</p> <p>W3: Tadi mau saya antarkan ke <b>EDR</b>, gak mau. Nanti aja katanya.</p> <p>W1: Ini buat di <b>EDR manager</b> bang?</p> <p>Chef: Enggak, ini buat diatas.</p> <p>W8: De bantu ngantar makanan ke <b>EDR Manager!</b></p> <p>W1: Oke bang.</p>	<p>Coffee Shop</p> <p>(<i>Conversation among M, W1 and W3</i>)</p> <p>Kitchen</p> <p>(<i>Conversation between W1 and Chef</i>)</p> <p>Coffee Shop</p> <p>(<i>Conversation between W8</i>)</p>	<p><b>EDR</b> stands for <b>Employee Dining Room</b></p> <p><b>EDR</b> /i:-De-eR/ is pronounced in English and Indonesian way.</p> <p><b>EDR</b> is dining room for the employees.</p>

		and W1)	
50	HO: Eh waiter 1, pake <i>trolley</i> aja <i>clear up</i> nya, ambil tuh di <b>pantry</b> . W1: Oh iya pak.	Coffee Shop (Conversation between HO and W1)	<b>Pantry</b> <b>Pantry</b> is a small room as the border of kitchen and restaurant in which food is arranged for serving, glassware and dishes are stored, etc.
51	W1: Waiter 5, wadainya habis kah? W5: Ambil di <b>pastry</b> gin.  W5: Waiter 1 ambikan kue yang ada tulisan 30 <i>pax</i> di <b>pastry</b> ! W1: Ini kah? W5: Iya. Kita bawa ke <i>Mentaya</i> nih.	Coffee Shop (Conversation between W1 and W5) Pastry Room (Conversation Between W5 and W1)	<b>Pastry</b> <b>Pastry</b> refers to sweet cake with cream, jam or fruit filling. In this case <b>Pastry</b> refers to the room where produces, provides and supplies the cake in the hotel.

#### 10. Types of Menu

NO	Jargons in Conversation	Context	Information and Maening
52	W2: Amun <i>breakfast</i> kita menyediakan lo, amun makan siang, makan malam beda lagi <b>a la carte</b> nya. W1: Sip-sip.	Coffee Shop (Conversation between W2 and W1)	<b>À la carte</b> <b>À la carte</b> is a type of menu, which each item is separately listed, described and priced.
53	W1: Kalo untuk <i>menu</i> makanan <b>banquet</b> itu harga nya bisa beda ya pak? HO: Kalo itu jelas bisa beda, menurut pesanannya buat makan siangnya mau apa misalnya. Jadi <i>menunya</i> disesuaikan dengan harga nya.	Barito Ballroom (Conversation between W1 and HO)	<b>Banquet</b> <b>Benquet</b> is food that is served in a restaurant as a complete meal at a fixed price but with little choice of dishes.
54	W2: Itu paling mun pagi ni. Mengawasi <b>buffet (menu)</b> mun habis diganti. W1: Oke bang!  Chef: Taroh itu di situ!	Coffee Shop (Conversation between W2 and W1)  Coffee Shop	<b>Buffet</b> <b>Buffet</b> is a buffet menu offers the dishes presented in the buffet (counters) which guests serve themselves from various dishes displayed on a buffet.

W4: Di <b>buffet(Property)</b> nya kah pak? Chef: Iya-ya...	(Conversation between Chef and W4)	
W1: Bang, cangkir teh ada dimana? W3: Ambil aja di <b>buffet (Property)</b> de!	Coffee Shop (Conversation between W1 and W3)	
W8: Kalo nyusun makanan di atas <b>buffet (property)</b> gin ada aturannya. Pertama nasi, nasi goreng/bihun, tahu tempe, bakwan, lauk yang tekecil, lauk yang besar, terakhir sayur. W1: Oh siap bang. Coba saya susunnya. Gini bang?	EDR Manager (Conversation between W8 and W1)	

A menu is a presentation of detailed lists of food items that are served in restaurant or hotel. A menu in a food service organization is considered as the most important planning control tool to run a food service operation. Even though menu could be offered in different ways in different food service organization, but traditionally 2 types of food menus are offered in food operation: *the À la Carte* and *the Table d' Hôte*.

*À la Carte* menu is a very popular type of menu. The term *À la Carte* is French word that means “According to the Card or Customer’s Order”. *À la Carte menu* offers a free and greater choice of food items from the card or menu of a restaurant that have individually priced.



*Table d' Hôte* is a French word which means food from the hosts' table. A table d' hôte menu offers a complete meal at a fixed price for the guests no matter how much food has been consumed. This menu can include appetizers, main course and desserts. *Table d' Hôte menu* always ensure minimum wastage of food and easy food operation. Aria Barito Hotel is familiar with term of *À la Carte menu*, but this hotel is foreign with the term of *Table d' Hôte*. This hotel knows about *banquets* and *buffets*. *Banquet* and *buffets* are part of *Table d' Hôte*. *Banquet* and *buffets* menu usually vary depending on the occasion, the operational cost and according to the guest's preference.

### 11. Meals of the Day

NO	Jargons in Conversation	Context	Information and Meaning
55	<p>M: Waiter 3 tolong <b>breakfast</b> buat kamar 405 di <i>take away</i> aja.</p> <p>W3: Breakfast buat kamar 405 kan pak?</p> <p>HO: Eh, orang aja udah selesai <b>breakfast</b>, buat apa ini?</p> <p>W2: Tau juga pak yanti yang minta dari tadi. Minta bikin <i>welcome drink-welcome drink</i>.</p> <p>HO: Waitress 9! Tamu dari kamar 443 ada <b>breakfast</b> gak?</p> <p>Ws9: Gak ada di daftar pak?</p> <p>W2: Ini biasanya tamu <b>breakfast</b>. Batas <b>breakfast</b> sampai jam 10 biasanya.</p>	<p>Coffee Shop (<i>conversation between M and W3</i>)</p> <p>Coffee Shop (<i>Conversation between HO and W2</i>)</p> <p>Coffee Shop (<i>Conversation between HO and Ws9</i>)</p> <p>Coffee Shop (<i>Conversation between W2</i>)</p>	<p><b>Breakfast</b> <b>Breakfast</b> is the first meal of the day that is eaten in the morning. This hotel provides <b>breakfast</b> start from 6 am – 10 am.</p>

	W1: Oh, iya kah bang?	<i>and W1)</i>	
56	W1: Ini pake meja apa ya pak, buat naroh tambahan <b>lunch</b> nya pak? HO: Ambil aja lagi itu <i>round table</i> di belakang!  W1: Bang apa lagi nih yang belum buat <b>lunch</b> ? W3: <i>Dusting</i> sama <i>set up</i> de. Mana lagi <b>cover</b> nya ya?	Barito Ballroom ( <i>conversation between W1 and HO</i> )  Coffee Shop ( <i>Conversation between W1 and W3</i> )	<b>Lunch</b> <b>Lunch</b> is a meal that is eaten in the middle of the day. This hotel provides <b>lunch</b> start from 12 am – 3 pm.
57	HO: Assalamualaikum.. untuk event hari ini wain sampai <b>dinner</b> DPRD Tabalong. Mentaya sampai CB 2. Hari ini ada dinner Mitshubisi 150 pax di Barito Ballroom terus satu lagi Kementerian Agama, lunch, <b>dinner</b> .....  W1: Apa itu <i>supper</i> bang? W3: Supper itu makan di atas <b>dinner</b> namanya supper.	Coffee Shop ( <i>Briefing by HO</i> )  Coffee Shop ( <i>Conversation between W1 and W3</i> )	<b>Dinner</b> <b>Dinner</b> is the main meal of the day that is eaten in the evening. This hotel provides <b>dinner</b> start from 6 pm – 8 pm.
58	W1: Emang biasanya ada aja kah bang yang makan malam-malam? W3: Iya ada lah <b>supper</b> itu.	Coffee Shop ( <i>Conversation between W1 and W3</i> )	<b>Supper</b> <b>Supper</b> is a small meal eaten in the late evening. This hotel provides <b>supper</b> after <i>dinner</i> .

## 12. Kinds of Breakfast, Food and Beverage

NO	Jargons in Conversation	Context	Information and Meaning
59	Waiter 7: Iya, <b>Indonesian breakfast</b> ya pak, kalo jus yang tersedia jeruk sama jambu aja pak. Oh biar beda kan aja ya, jadi jus sirsak sama kue-kue ya pak.	Room Service ( <i>Conversation between W1 and Guest on the phone</i> )	<b>Indonesian Breakfast</b> <b>Indonesian Breakfast</b> is the meal in breakfast with Indonesian style consisting of juice, fresh fruits, soup, <i>nasi goreng</i> , <i>bubur ayam komplit</i> , coffee or te and fresh milk.

60	<p>W7: Jadi paket menu breakfast itu ada macamnya ada Indonesian breakfast, <b>Continental breakfast</b>, sama American breakfast. Nah kalo mau tau kayapa penyajiannya, di papan situ ada foto-fotonya.</p> <p>W1: Oke bang, coba aku liat.</p>	<p>Coffee Shop (<i>Conversation between W7 and W1</i>)</p>	<p><b>Continental Breakfast</b> <b>Continental Breakfast</b> is a light breakfast, typically consisting of juice, fresh fruits, bakery basket, coffee or tea and fresh milk.</p>
61	<p>W7: Jadi paket menu breakfast itu ada macamnya ada Indonesian breakfast, Continental breakfast, sama <b>American breakfast</b>. Nah kalo mau tau kayapa penyajiannya, di papan situ ada foto-fotonya.</p> <p>W1: Oke bang, coba aku liat.</p>	<p>Coffee Shop (<i>conversation between W7 and W1</i>)</p>	<p><b>American Breakfast</b> <b>American Breakfast</b> is American style in the breakfast consisting of juice, fresh fruits, bakery basket, cereals, two eggs, coffee or tea and fresh milk.</p>
62	<p>HO: Eh, orang aja udah selesai <b>breakfast</b>, buat apa ini?</p> <p>W2: Tau juga pak yanti yang minta dari tadi. Minta bikin <b>welcome drink-welcome drink</b>.</p> <p>M: Eh <b>welcome drink</b> berapa ya harganya?</p>	<p>Coffee Shop (<i>Conversation between HO and W2</i>)</p> <p>Coffee Shop (<i>Conversation between M and someone on the phone</i>)</p>	<p><b>Welcome Drink</b> <b>Welcome Drink</b> is a fresh drink for welcoming the guest.</p>
63	<p>W2: Kalo malam nih rancak orang mesan <i>mocktaill</i> ja pang. Jarang <b>cocktail</b>.</p> <p>W1: Kenapa jarang <b>cocktail</b>?</p> <p>W2: Sunyi pang wahini, lawan jarang nang minum alkohol.</p>	<p>Coffee Shop (<i>Conversation between W2 and W1</i>)</p>	<p><b>Cocktail</b> <b>Cocktail</b> is an alcoholic drink consisting of a spirit or spirits mixed with other ingredients, such as fruit juice or cream.</p>
64	<p>W2: Kalo malam nih rancak orang mesan <i>mocktaill</i> ja pang. Jarang <b>cocktail</b>.</p> <p>W1: Kenapa jarang <b>cocktail</b>?</p> <p>W2: Sunyi pang wahini, lawan jarang nang minum alkohol.</p>	<p>Coffee Shop (<i>Conversation between W2 and W1</i>)</p>	<p><b>Mocktail</b> <b>Mocktail</b> is a non-alcoholic drink consisting of a mixture of fruit juices or other soft drinks.</p>

65	<p>M: .....sebelah sana ada bubur, dan disana ada makanan khas banjar yang <b>traditional</b> lah. Misalkan ada tamu “Mas gak ada makanan khas banjar?” “Ada sebelah sini”.</p> <p>W1: Ohh, jadi ada juga ya pak yang <b>tradisional</b>.</p> <p>W2: ...sebelah sini <i>main course</i> nya, yang di tengah jajanan pastry, <b>traditional food</b> nya sebelah sana, ada nasi kuning.</p> <p>W1: Sip bang.</p>	<p>Coffee Shop (Conversation between M and W1)</p> <p>Coffee Shop (Conversation between W2 and W1)</p>	<p><b>Traditional Food</b> <b>Traditional Food</b> is foods in traditional. This hotel provides Banjarese <b>traditional food</b>, because the hotel placed in Banjarmasin.</p>
66	<p>W1: Bang tolong <i>taking order</i> kan ya.</p> <p>W2: Oke bro.Tapi tolong andakkan <i>tooth pick</i> ny lah di <b>condiment</b>.</p> <p>Chef: Eh, <b>condiment</b> nya nih andak sebelah mana?</p> <p>W1: Di sebelah situ pak, samping kerupuk.</p>	<p>Coffee Shop (Conversation between W1 and W2)</p> <p>Barito Ballroom (Conversation between Chef and W1)</p>	<p><b>Condiment</b> <b>Condiment</b> is a spice, sauce or preparation that is added to food to impart a particular flavor, to enhance its flavor, or in some cultures, to complement the dish.</p>
67	<p>W1: Bang <b>live cooking</b> hari ini apa?</p> <p>W3: <i>Pancake</i> de.</p>	<p>Coffee Shop (Conversation between W1 and W3)</p>	<p><b>Live Cooking</b> <b>Live Cooking</b> is restaurant to cook in front of the costumers based on their request, e.g pancake or omelet.</p>

*Breakfast* is the first meal of the day. Breakfast menu varies with the country, location and occupation. Breakfast begins the first meal, it should be light and easily digestible. The dishes of breakfast depend on the custom, habit and season. Aria Barito Hotel Banjarmasin provides three variants of breakfast menu, which are Indonesian breakfast, continental breakfast and

American breakfast. Therefore, by these variants, the guest can choose based on their taste.

*Welcome drink* is the familiar beverage in the hotel. *Welcome drink* usually serves to the guest who will be check in. *Welcome drink* is a fresh beverage like juice. Then, two types of beverage are *cocktail* and *mocktails*. Cocktail and mocktails are both popular drinks that are served in bars and many restaurants. *Cocktails* is a mixed alcoholic drink that requires mixing either one type of alcoholic with juices, soft drink and other fruits or mixing multiple alcoholic drinks with juices or ice tea. *Mocktails* is mixed drink that does not have alcohol. The name mocktail is derived from the word ‘mock’ meaning to ‘imitate or mimic’ referring to mocktails imitating a cocktail as it seems very similar to a cocktail but does not have alcohol or any other spirits.

Every hotel usually gives ethnic food based on the hotel placed. Aria Barito Hotel Banjarmasin not only on the scene, but they give the touch of ethnic on their restaurant too, for example *traditional food*. They give variants *traditional food* to the guest, which are *Nasi Kuning*, *Telur Masak Habang*, *Soto Banjar* and other traditional dishes.

### 13. Menu Skeleton

NO	Jargons in Conversation	Context	Information and Meaning
68	W1: Disini buat tempat apa bang? W3: Ini...buat <b>appetizer</b> . Buat makan pembuka.	Coffee Shop (Conversation between W1	<b>Appetizer</b> <b>Appetizer</b> is a small dish taken before a meal or <i>main course</i> of

	W8: Jadi kalau nyuguhkan makanan itu kalo lengkap harus ada <b>appetizer</b> , sup, main course, terakhir dessert. W1: Oh... iya bang.	and W3) EDR Manager ( <i>Conversation Between W8 and W1</i> )	a meal to stimulate one's appetite, e.g salad, soup, etc.
69	M: .....Kalo kamu gak tau letak kopi tehnya nah ini, disini. Ini <b>main course</b> nya.....  W8: Jadi kalau nyuguhkan makanan itu kalo lengkap harus ada appetizer, sup, <b>main course</b> , terakhir dessert. W1: Oh... iya bang.	Coffee Shop ( <i>Conversation between M and W1</i> ) EDR Manager ( <i>Conversation between W8 and W1</i> )	<b>Main Course</b> <b>Main Course</b> is the primary dish in a meal.
70	W8: Jadi kalau nyuguhkan makanan itu kalo lengkap harus ada appetizer, sup, main course, terakhir <b>dessert</b> ..... W1: Oh... iya bang.	EDR Manager ( <i>Conversation between W8 and W1</i> )	<b>Dessert</b> <b>Dessert</b> is the sweet course eaten at the end of a meal, e.g sweet cake or pudding.

Menu has a standard skeleton. Based on the list, *appetizer* as the opening dish of meals. *Appetizer* is divided into 2 variants; those are cold appetizer such as salad and hot appetizer such as soup. The main function of *appetizer* is for brings up the appetite. Next, *main course* is the primary dish of meal. The primary dish is usually the heaviest, heartiest and most complex or substantive dish on a menu. The main ingredient is usually meat, fish or another protein source. The last is *dessert* as the closing dish, *dessert* usually sweet foods or fresh fruits.

## 14. Documents of FBS Division

NO	Jargons in Conversation	Context	Information and Meaning
71	W2: Di mana nih <b>CO</b> nya? Habis kah yo... W1: Kada tau bang. Coba cek di depan!	Coffee Shop ( <i>Conversation between W2 and W1</i> )	<b>CO</b> stands for <b>Captain Order</b> <b>CO</b> /Ce-O/ is pronounced in Indonesian way. <b>CO</b> is an order form who is made by waiter/waitress, it is used for taking order. <b>CO</b> has four layers with different colors on every layer. Those layers are distributing to the kitchen and cashier. This form is not for the payment.
72	W4: Eh berani lah ngantar kan makanan ke kamar 414. W1: Iya, bisa bang. W4: Nanti serahin ini <b>bill</b> nya lah. Kalo lagi <i>DnD</i> di ketok aja. W1: Oh.. sip bang. Bang ini punya <i>deposit</i> gak? W4: Julungi ja <b>bill</b> nya nih, kena mun inya ada <i>deposit</i> minta tanda tangan aja, kalau gak dia langsung bayar.	Room Service ( <i>Conversation between W4 and W1</i> )	<b>Bill</b> <b>Bill</b> is a form of payment. <b>Bill</b> gives all the information of products that consume by the guest/costumer and including tax and service charge information.
73	W1: Ayo kita <i>set up</i> nah. Mumpung lagi nganggur. W5: Belum ada <b>BEO</b> nya lagi. W1: Iya kah. Mehadang ae dulu berarti.	Barito Ballroom ( <i>Conversation between W1 and W5</i> )	<b>BEO</b> stands for <b>Banquet Event Order</b> <b>BEO</b> /Beo/ is pronounced in Indonesian way. <b>BEO</b> is a form of MICE reservation that made by marketing and distribute to F&B Department to prepare rooms and meals of event.
74	W1: Ngapain waiter 5? W5: Bikin <b>WO</b> buat acara nanti. W1: Apa aja isinya tuh? W5: Lampu-lampu pang yang pasti minta ganti.	Wain Room ( <i>Conversation between W1 and W5</i> )	<b>WO</b> stands for <b>Work Order</b> <b>WO</b> /We-O/ is pronounced in Indonesian way. <b>WO</b> is a request form from an employer to an employment agency to provide someone to do a particular job

75	S: Waiter 5! Kamu udah <b>SR</b> ke bawah. W5: Iya sudah pak. Tapi belum di ambil barangnya pak.	Barito Ballrom ( <i>Conversation between S and W5</i> )	<b>SR</b> stands for <b>Store Request</b> <b>SR</b> /eS-eR/ is pronounced in Indonesian way. <b>SR</b> is a request from department to the procurement area for purchasing a specific item, e.g sugar, milk, mineral water, fruits, or coffee and tea.
76	W4: Turunin aja... Biar aja turunin lo. Kalo misalkan sudah penuh. Eeeee tadi ada lo pesan di <b>log book</b> nya? Nah iih di isi aja!	Coffee Shop ( <i>Conversation between W4 and someone on the phone</i> )	<b>Log Book</b> <b>Log Book</b> is a document about information systematic daily and activities record whom written by employee to other employees in other shift period.

#### 15. The Procedure of FBS Division

NO	Jargons in Conversation	Context	Information and meaning
77	M: .....Sedangkan <b><i>mise en scene</i></b> itu suasana atau tema tempat harus sesuai, ini juga berkenaan dengan kebersihan, misalkan ada kotor bisa minta tolong untuk di bersihkan.....	Coffee Shop ( <i>Briefing by M</i> )	<b>Mise en Scene</b> /mis-en-sin/ is pronounced in Indonesian way. <b>Mise en Scene</b> (Putting in Scene)is derived from French word. This is about preparation of the restaurant environment such as matching the decoration of restaurant based on the theme and about cleanness and tidiness of the restaurant.
78	M: Terus ada lagi <b><i>mise en place</i></b> sama mise en scene. Kalo <b><i>mis en place</i></b> itu kita menempatkan barang di tempat yang tepat demi kelancaran pelayanan.	Coffee Shop ( <i>Briefing by M</i> )	<b>Mise en Place</b> /mis-en-ples/ is pronounced in Indonesian way. <b>Mise en Place</b> (Putting in Place) is derived from French word. This is about preparation of the restaurant for service such as putting the equipment before service begins.
79	M: Nah sekarang saya mau nanya dari kalian. Ada yang tau <b><i>decoy system</i></b> ?.....Oke, jadi <b><i>decoy system</i></b> itu adalah	Coffee Shop ( <i>Briefing by M</i> )	<b>Decoy System</b> <b>Decoy System</b> is arranging the equipment such as cutleries or tableware according to category,



	menyusun benda harus sesuai jenisnya. Contoh tuh di cutlery nah kita harus sesuai kan mana dinner spoon mana dinner fork jangan sampe kecampur jadi harus sesuai jenis nya.		size and shape to make the performance in service easier.
80	W1: Bang, tu yang <b>reservation</b> di <i>set up</i> kah? W2: Uh, hadang waiter 3 tadi mana? W1: Tuh lagi <i>mendusting</i> .	Coffee Shop ( <i>Conversation between W1 and W2</i> )	<b>Reservation</b> <b>Reservation</b> is a book place for dinning or banquet in the restaurant.
81	HO: Kamu tau gak apa aja tahapan dari <b>sequence of service</b> ? W1: Belum tau pak.	Coffee Shop ( <i>Conversation between HO and W1</i> )	<b>Sequence of Service</b> is standardized of waiter's/waitress' service to the guest. The stapes of <b>sequence of service</b> are: greet the guest, check reservation, escort the guest to the table, seat the guest and unfold the napkin, present menu and inform the special menu for today, serve the mineral water and take the order, serve the appetizer, clear the appetizer, serve the main course, clear the main course and present the dessert menu, serve the dessert, check satisfaction, clear the dessert, present the bill and inform to the guest to pay in the restaurant receptionist and the last is bid farewell.
82	W4: ..... Amun dibawa ke kamar 80 ribu. Aku tadi <b>greeter</b> nya, jadi tahu mana yang kena charge..... W1: Ohh... iya paham.  W5: Waiter 1 kam umpati aku. Ikam <b>greeting</b> lah. W1: Kaya apa tuh kata-katanya waiter 5?	Coffee Shop ( <i>Conversation between W4 and W1</i> )  Barito Ballrom ( <i>Conversation between W5</i> )	<b>Greeter</b> <b>Greeter</b> is a person who greets and gives information to the guests on their arrival.

	<p>W5: Uma nyaman ny. Sambat selamat pagi pak bu. Padahi arah acara nya.</p> <p>HO: .....Terus nanti sore kamu <b>greeter</b> di sini buat acaranya Mitshubisi ya! Sudah itu aja. Terima kasih. Ada tambahan pak FB Manager?</p>	<p>and W1)</p> <p>Coffee Shop (Briefing by HO)</p>	
83	<p>W1: Bang tuh ada tamu. Perlu <b>taking order</b> kah?</p> <p>W2: Gak usah. Itu buhan kawan <i>owner</i>.</p> <p>W1: Bang tolong <b>taking order</b> kan ya.</p> <p>W2: Oke bro. Tapi tolong andakkan <i>tooth pick</i> ny lah di <i>condiment</i>.</p>	<p>Coffee Shop (Conversation between W1 and W2)</p> <p>Coffee Shop (Conversation between W1 and W2)</p>	<p><b>Taking Order</b> <b>Taking Order</b> is a process of receiving and collecting the orders from the guests/customers.</p>
84	<p>W2: Handak bergerak <b>set up</b> kah?</p> <p>W1: Boleh.</p> <p>W1: Bang apa lagi nih yang belum buat <i>lunch</i>?</p> <p>W3: <i>Dusting</i> sama <b>set up</b> de. Mana lagi <i>cover</i> nya ya?</p> <p>W10: Itu gak usah di <b>set up</b>. <i>Spoon</i> sama <i>fork</i> nya biar di pocket aja. Ngambil sendiri-sendiri aja nanti.</p> <p>W3: Oh iya kah bang.</p> <p>W10: Iya. Biar gak capek <b>set up</b> nanti.</p> <p>W5: Iih... Bantui aku <b>set up free function</b> nya mau lah?</p> <p>W1: Ayo... <i>Coffee Shop closing</i> jua nih.</p>	<p>Coffee Shop (Conversation between W2 and W1)</p> <p>Coffee Shop (Conversation between W1 and W2)</p> <p>Coffee Shop (Conversation between W10 and W3)</p> <p>Kapuas Room (Conversation between W5 and W1)</p>	<p><b>Set up</b> <b>Set up</b> is a setting of table, rooms or something must to prepare in advance.</p>

85	<p>W3: De, kalonya <b>clear up</b> sendok nya jangan dibalik biar gak jatuh.</p> <p>W1: Iya, bang.</p> <p>W1: Uma jabulnya asap rokok waiter 5 di situ.</p> <p>W5: Iya am. Makanya aku bediam disini. Kena aja kita <b>clear up</b> tuh.</p>	<p>Coffee Shop (Conversation between W3 and W1)</p> <p>Kapuas Room (Conversation between W1 and W5)</p>	<p><b>Clear up</b> <b>Clear up</b> is a process of taking dirty items such as plate, cutlery or glass on the guests' table.</p>
86	<p>HO: Eh... tuh di clear up dulu. Terus kalo clear up, meja nya di <b>crumbing</b> juga sekalian.</p> <p>C: Iya pak.</p>	<p>Barito Ballroom (Conversation between HO and C)</p>	<p><b>Crumbing Down</b> <b>Crumbing Down</b> is clearing the crumbs of food on the table.</p>
87	<p>W1: Bang apa lagi nih yang belum buat <b>lunch</b>?</p> <p>W3: <b>Dusting</b> sama <b>set up</b> de. Mana lagi <b>cover</b> nya ya?</p> <p>W2: Udah kamu <b>set up</b> aja. Tau lo di <b>dusting</b> dulu?</p> <p>W6: Iya kak.</p> <p>W2: Uh, hadang waiter 3 tadi mana?</p> <p>W1: Tuh lagi <b>mendusting</b>.</p>	<p>Coffee Shop (Conversation between W1 and W3)</p> <p>Coffee Shop (Conversation between W2 and Ws6)</p> <p>Coffee Shop (Conversation between W2 and W1)</p>	<p><b>Dusting Table</b> <b>Dusting Table</b> is clearing the table after use. It uses chemical spray for clearing the table.</p>
88	<p>W5: <b>Closing buffet</b> ja ni sudah.</p> <p>W1: Kadada makan jua lagi lo nih.</p> <p>W3: Gak usah di <b>set up</b> de, Nanti aja sekalian! Udah jam 10 kita <b>closing</b> aja.</p> <p>W1: Oh iya kh Bang.</p> <p>W5: Iih... Bantui aku <b>set up free function</b>nya mau lah?</p> <p>W1: Ayo... <b>Coffee Shop closing</b> jua nih.</p>	<p>Barito Ballroom (Conversation between W5 and W1)</p> <p>Coffee Shop (Conversation between W3 and W1)</p> <p>Kapuas Room (Conversation between W5 and W1)</p>	<p><b>Closing</b> <b>Closing</b> is the end of an event or of a period of time or activity.</p>

89	<p>W3: De bantu <b>molesi</b>!</p> <p>W1: Yang gede-gedenya ja bang? (<i>Gede-gede refers to the dinner spoon</i>)</p> <p>W3: Iya...</p> <p>S: Kamu <b>poles</b> yaaa! Bisakan <b>moles</b>?</p> <p>W1: Iya. <b>Moles</b> atau <i>set up</i> dulu pak?</p> <p>S: <b>Moles</b> terus langsung <i>set up</i> aja.</p> <p>W1: Nih apa lagi bang?</p> <p>W3: <b>Poles-poles</b> <i>tea cup</i> aja dulu. Masih kurang.</p> <p>HO: Aduh kain buat <b>polesan</b> habis lagi.</p> <p>W5: Ituh banyak pak di <i>coffee shop</i>.</p>	<p>Coffee Shop (<i>Conversation between W3 and W1</i>)</p> <p>Coffee Shop (<i>Conversation between S and W1</i>)</p> <p>Coffee Shop (<i>Conversation between W1 and W3</i>)</p> <p>Barito Ballroom (<i>Conversation between HO and W5</i>)</p>	<p><b>Polish</b> <b>Polish</b> is clearing and drying the equipment after washed.</p>
90	<p>W3: De <i>coaster</i> nya putar balik. Terus di <b>pouring</b> lah gelas yang kosong tuh.</p> <p>W1: Oh, iya bang.</p> <p>W5: Waiter 1.. Kam <b>pouring</b> gelas yang kosong tu lah. Pakai <i>pitcher</i> tu nah.</p> <p>W1: Oke..</p>	<p>Coffee Shop (<i>Conversation between W3 and W1</i>)</p> <p>Barito Ballroom (<i>Conversation between W5 and W1</i>)</p>	<p><b>Pouring</b> <b>Pouring</b> is filling the water into the glass.</p>
91	<p>W4: Waiter 1, kam di minta pak FB Outlet ke lantai 3 buat <b>check floor</b> kalo ada clear up an.</p> <p>W1: Oke bang.</p>	<p>Coffee Shop (<i>Conversation between W4 and W1</i>)</p>	<p><b>Check Floor</b> <b>Check Floor</b> is a process for checking the floor in front of the guests' rooms to clear up the equipment of <i>room service</i>, such as plate, glass, or cutlery.</p>
92	<p>M: Waiter 3 tolong <i>breakfast</i> buat kamar 405 di <b>takeaway</b> aja.</p> <p>W3: <i>Breakfast</i> buat kamar 405 kan pak?</p> <p>M: Iya.</p>	<p>Coffee Shop (<i>Conversation between M and W3</i>)</p>	<p><b>Takeaway</b> <b>Takeaway</b> is a meal cooked and bought at a shop or restaurant but taken somewhere else.</p>

93	W5: Waiter 1... Di <b><i>grooming</i></b> gin! W1: Apanya? W5: Tuh kaya janggut, rambut kam.	Kitchen ( <i>Conversation between W5 and W1</i> )	<b>Grooming</b> <b>Grooming</b> is the things that you do to make your appearance clean and neat.
94	HO: Aduh kain buat <b><i>polesan</i></b> habis lagi. W5: Ituh banyak pak di <i>coffee shop</i> . HO: Udah <b><i>OO</i></b> itu. W5: Coba saya cek pak di <i>laundry</i> kalo ada.	Coffee Shop	<b>OO</b> stands for <b>Out of Order</b> <b>OO</b> /O-O/ is pronounced in Indonesian way. <b>OO</b> is about product that is not proper to be used again.

### 16. The Equipment

CHINAWARE: <i>The dishes made from ceramic material</i>			
NO	Jargons in Conversation	Context	Information and Meaning
95	W3: De siap kan diatas meja tu <i>salt, pepper shaker, toothpick, sugar</i> sama <i>vaslengkap</i> , wajib itu de. W1: Siap bang.	Coffee Shop ( <i>Conversation between W3 and W1</i> )	<b>Salt and Pepper Shaker</b> is a place for salt and pepper.
96	W3: De siap kan diatas meja tu <i>salt, pepper shaker, toothpick, sugar</i> sama <i>vaslengkap</i> , wajib itu de. W1: Siap bang.	Coffee Shop ( <i>Conversation between W3 and W1</i> )	<b>Toothpick Holder</b> is a place for keeping the toothpicks.
97	W3: De siap kan diatas meja tu <i>salt, pepper shaker, toothpick, sugars</i> sama <i>vaslengkap</i> , wajib itu de. W1: Siap bang.  W5: Waiter 1, pake <i>sugar bowl</i> aja! W1: Iya.....	Coffee Shop ( <i>Conversation between W3 and W1</i> )   Coffee Shop ( <i>Conversation between W3 and W1</i> )	<b>Sugar Bowl</b> is a place for sugar with cover.

98	W3: De siap kan diatas meja tu <i>salt, pepper shaker, toothpick, sugar</i> samavaslengkap, wajib itu de. W1: Siap bang.	Coffee Shop (Conversation between W3 and W1)	<b>Flower Vasis</b> a decoration of the dinning table.
99	W1: Pak <i>astray</i> nya dimana ya? S: Di belakang sana.	Coffee Shop (Conversation between W1 and S)	<b>Astray</b> is a receptacle for ash and butts from cigarettes.
100	W4: <b>Tea cup</b> nya pang cok? W3: <b>Tea cup</b> ny sdh, tapi masih kurang 82, dimana ya ada lagi? W5: Ni kita tinggal nyusun <b>tea cup</b> lawan <b>cutlery</b> . Waiter 1 kam hadangi sini lah. W1: Oke... W3: Tolong ambilkan <b>saucer tea cup</b> de! W1: Yang ini bang? W 5: Casual kam nyusun <b>tea cup</b> lah lawan <b>saucer</b> nya! Aku sama waiter 1 ke bawah ngambil <i>duck spoon</i> buat es sama <i>rice bolwnya</i> . C: Iya, waiter 5.	Barito Ballroom (Conversation between W4 and W3) Barito Ballroom (Conversation between W5 and W1) Coffee Shop (Conversation between W3 and W1) Mahakam Convention Room (Conversation between W5 and C)	<b>Tea Cup and Saucer</b> <b>Tea Cup and Saucer</b> is a cup and saucer for serving coffee or tea.
101	W5: Goyang itu soalnya. Waiter 1 kam <i>clear up B&amp;B, rice bowl</i> lawan <b>soup cup</b> ja! W1: Yang lainnya kam ja kh?	Barito Ballroom (Conversation between W5 and W1)	<b>Soup Cup and Saucer</b> <b>Soup Cup and Saucer</b> is a cup with two handles and saucer for serving soup.
102	W5: Waiter 1 jangan tinggitinggi <b>rice bowl</b> nya kalau gugur! W1: Oh... iya kah. W5: Casual 1 kam nyusun <b>tea cup</b> lah lawan <b>saucer</b> nya!	Barito Ballroom (Conversation between W5 and W1) Mahakam Convention	<b>Rice Bowl</b> <b>Rice Bowl</b> is a small bowl for eating rice. However, in this hotel, it used for serving fruit ice ( <i>es buah</i> ).

	Aku sama waiter 1 ke bawah ngambil <i>duck spoon</i> buat es sama <i>rice bolwnya</i> . C: Iya waiter 5..	Room ( <i>Conversation between W5 and C</i> )	
103	W3: Saatnya aku cawww.... Kesini lagi apalagi yang perlu ku bawa ya pak? HO: <b>B&amp;B</b> ... W3: <b>B&amp;B</b> , <i>tea spoon</i> .  W1: <b>B&amp;B</b> nya berapa banyak bang? W3: <b>B&amp;B</b> nya, ya.... 300 an.  W1: Pake <b>b&amp;b</b> kah bang? W3: Enggak, pake yang <b>dessert plate</b> .	Barito Ballroom ( <i>Conversation between W3 and HO</i> )  Coffee Shop ( <i>Conversation between W1 and W3</i> ) Coffee Shop ( <i>Conversation between W1 and W3</i> )	<b>B&amp;B</b> stands for <b>Bread and Butter Plate</b> <b>B&amp;B</b> /bi:-ən-bi:/ is pronounced in English way. <b>B&amp;B Plate</b> is a plate for serving bread and butter.
104	W1: Pake <b>b&amp;b</b> kah bang? W3: Enggak, pake yang <b>dessert plate</b> .	Coffee Shop ( <i>Conversation between W1 and W3</i> )	<b>Dessert Plate</b> <b>Dessert Plate</b> is a small plate usually 8 inches diameter used for the dessert.
105	S: Waiter 1, tolong <b>dinner plate</b> ini di masukkan ke sana ya. W1: Di sebelah sana ya pak?	Coffee Shop ( <i>Conversation between S and W1</i> )	<b>Dinner Plate</b> <b>Dinner Plate</b> is a large plate usually 10 inches in diameter used for the main course of a meal.
LINEN			
106	W1: Apalagi yang belum nih waiter 5? W5: Paling me anu <b>tablecloth</b> .  W5: <b>Table cloth</b> nya paculi lah tu soalnya handak di <i>set up classroom</i> . W 1: Oh iya kah? Sepp ae.. Tapi ku kada tau cara melipat mejanya.	Barito Ballroom ( <i>Conversation between W1 and W5</i> ) Barito Ballroom ( <i>Conversation between W5 and W1</i> )	<b>Tablecloth</b> <b>Tablecloth</b> is a large piece of cloth that covers a table during a meal and protects it.
107	W3: De tolong ambilin <b>skirting</b> nya! Kurang 2!	Mahakam Convention	<b>Skirting Table</b> <b>Skirting Table</b> is a table

	W1: Dimana ngambilnya bang? W3: Itu di bawah meja.	Room ( <i>Conversation between W3 and W1</i> )	skirting defined as draping/decorating a table with a tablecloth in order to give the table a formal and elegant look.
108	W5: Eh, gani'i nda me ambil <b>cover chair</b> . W1: Kasi kita.  W5: Kam pasang lah <b>cover chair</b> nya, aku <i>set up</i> meja nya. W1: Iya, waiter 5.	Barito Ballroom ( <i>Conversation between W5 and W1</i> )  Barito Ballroom ( <i>Conversation between W5 and W1</i> )	<b>Chair Cover</b> <b>Chair Cover</b> is a cover of the chair.
109	W3: De tolong <b>napkin-napkin</b> . W1: Oh.. siap. Ini bang.	Coffee Shop ( <i>Conversation between W3 and W1</i> )	<b>Napkin</b> <b>Napkin</b> is a small square piece of cloth or paper, used while you are eating to protect your clothes or to clean your mouth or fingers. <b>Napkin</b> has various presentation, it called <b>Napkin Folding</b> .
110	W1: Bang apa lagi nih yang belum buat <i>lunch</i> ? W3: <i>Dusting</i> sama <i>set up</i> de. Mana lagi <b>cover</b> nya ya? *Glass Cover W4: Banyak ja lagi disitu <b>cover</b> nya.  W5: Waiter 1.. Kam ambili <b>cover</b> sama <i>coaster</i> nya lah. Aku minggir akan <i>goblet</i> . W1: Oke...	Coffee Shop ( <i>Conversation among W1, W3 and W4</i> )    Barito Ballroom ( <i>Conversation between W5 and W1</i> )	<b>Glass Cover</b> <b>Glass Cover</b> is a cover of the glass.
111	W3: De <b>coaster</b> nya putar balik. Terus di <i>pouring</i> lah gelas yang kosong tuh. W1: Oh, iya bang.  W5: Waiter 1.. Kam ambili <i>cover</i> sama <b>coaster</b> nya lah. Aku	Coffee Shop ( <i>Conversation between W3 and W1</i> )   Barito Ballroom	<b>Coaster</b> <b>Coaster</b> is a small piece of paper that to put a glass for protecting a surface from heat or liquid. It is usually in round shape.



	minggir akangoblet. W1: Oke...	(Conversation between W5 and W1)	
112	W1: Oh, iya! Bisa. Eh bentar bang, <b>place mat</b> ini gak perlu di cuci kah? W3: Iya gak usah, kebaskan aja itu. W5: Waiter	Coffee Shop (Conversation between W1 and W3)	<b>Place Mat</b> <b>Place Mat</b> is a decoration piece of plastic on which plate, glass and cutlery are putting on a table.
113	W1: Meolah apa itu bang? W10: Oh, meolah <b>Oshibori</b> nih, habis jar persediaannya.	Coffee Shop (Conversation between W1 and W10)	<b>Oshibori or Face Towel</b> <b>Oshibori</b> is a wet towel for the guest. This towel is served for VIP guest.
CUTLERY			
114	W3: De itu <b>cutleries</b> nya belum di susun. W1: Iya bang biar aku yang nyusunnya. W5: Ni kita tinggal nyusun <b>tea cup</b> lawan <b>cutlery</b> . Waiter 1 kam hadangi sini lah. W1: Oke...	Coffee Shop (Conversation between W3 and W1)  Barito Ballroom (Conversation between W5 and W1)	<b>Cutlery</b> <b>Cutlery</b> is a collective ensemble of eating and serving utensils such as: <ul style="list-style-type: none"> <li>- Dinner spoon/fork</li> <li>- Dessert spoon/fork</li> <li>- Tea/Coffee spoon</li> <li>- Soup spoon</li> <li>- Serving spoon/fork</li> <li>- Serving tong</li> <li>- Soup ladle</li> <li>- Stirrer</li> <li>- Duck Spoon</li> </ul>
115	W1: Pak <b>dinner spoon</b> nya gak cukup, pake <b>dessert spoon</b> aja bias? S: Iya boleh, Tapi di cocokin sama <b>fork</b> nya ya!	Coffee Shop (Conversation between W1 and S)	<b>Dinner Spoon and Fork</b> <b>Dinner Spoon and Fork</b> is a spoon or fork on the table to use for eating the main course.
116	W1: Pak <b>dinner spoon</b> nya gak cukup, pake <b>dessert spoon</b> aja bias? S: Iya boleh, Tapi di cocokin sama <b>fork</b> nya ya!	Coffee Shop (Conversation between W1 and S)	<b>Dessert Spoon and Fork</b> <b>Dessert Spoon and Fork</b> is a spoon or fork on the table to use for eating the dessert.
117	W1: Waiter 5.. Ni <b>duck spoon</b> nya habis kah? W5: Hi'ih. Pakai <b>soup spoon</b> ja lu.	Barito Ballroom (Conversation between W1 and W5)	<b>Soup Spoon</b> <b>Soup Spoon</b> is a rounded spoon used for eating soup.

	W3: Iya taruh di bawahnya. Sekalian cek tu <b>soup spoon</b> nya masih ada gak? W1: Masih bang.	and W5) Coffee Shop (Conversation between W3 and W1)	
118	Chef: Eh, nih tolong gantikan <b>serving</b> nya! * <i>Serving spoon</i> W1: Oh iya pak.  W1: Bang, nih ada yang perlu di ambil kah di <i>coffee shop</i> ? W3: Iya de, masih kurang 2 <b>seving spoon</b> sama <b>fork</b> nya!	Coffee Shop (Conversation between Chef and W1) Barito Ballroom (Conversation between W1 and W3)	<b>Serving Spoon and Fork</b> <b>Serving Spoon and Fork</b> is a large spoon or fork used to serve out individual portions of food.
119	Chef: Itu <b>serving tong</b> buat kerupuk juga kurang satu. W1: Siap pak.  W3: De tolong ambil <b>serving tong</b> ya di <i>coffee shop</i> . W1: Berapa banyak perlunya bang? W3: Hmmm.. 4 lah ambilkan.	Coffee Shop (Conversation between Chef and W1) Barito Ballroom (Conversation between W3 and W1)	<b>Serving Tong</b> <b>Serving Tong</b> is a utensil to grasp food so it cn be moved from one location to another to be flipped that may be hot or simply best handled with a tong.
120	W3: De tolong keluarkan itu <b>soup ladle</b> nya! W1: Taruh sini bang? W3: Iya taruh di bawahnya.	Coffee Shop (Conversation between W3 and W1)	<b>Soup Ladle</b> <b>Soup Ladle</b> is a very big spoon with a long handle and a deep cup-shaped part, used especially for serving soup.
121	W3: Waiter 5... Tolong ambil <b>stirrer</b> dong! Sulit aku pegang ini. W5: Nah-nah...	Coffee Shop (Conversation between W3 and W5)	<b>Stirrer</b> <b>Stirrer</b> is a stick for stirring the beverage. Usually has a logo of hotel on the top.
122	W1: Waiter 5.. Ni <b>duck spoon</b> nya habis kah? W5: Hi'ih. Pakai <i>soup spoon</i> ja lu.  W5: Casual kam nyusun <i>tea cup</i> lah lawan <i>saucer</i> nya! Aku sama waiter 1 ke bawah ngambil <b>duck spoon</b> buat es sama <i>rice bol</i> wnya.	Barito Ballroom (Conversation between W1 and W5) Mahakam Convention Room (Conversation between W5)	<b>Duck Spoon</b> <b>Duck Spoon</b> is a type of spoon with a short, thick handle extending directly from a deep, flat bowl.

	C: Iya waiter 5..	and C)	
GLASSWARE			
123	<p>W1: Bang buat air putih pakai <b><i>goblet</i></b> kah?</p> <p>W2: Iya.</p> <p>W2: Lain pakai <b><i>goblet</i></b> amun jus... Pakai gelas yang <b><i>poco grande</i></b>.</p> <p>W5: Waiter 1.. Kam ambili <b><i>cover</i></b> sama <b><i>coaster</i></b> nya lah. Aku minggir akan <b><i>goblet</i></b>.</p> <p>W1: Oke..</p>	<p>Coffee Shop (Conversation between W1 and W2)</p> <p>Coffee Shop (Conversation between W2 and Ws6 on the phone)</p> <p>Barito Ballroom (Conversation between W5 and W1)</p>	<p><b>Goblet</b> <b>Goblet</b> is a drinking glass with a foot and a stem. It is used for serving mineral water.</p>
124	<p>W2: Lain pakai <b><i>goblet</i></b> amun jus... Pakai gelas yang <b><i>poco grande</i></b>.</p>	<p>Coffee Shop (Conversation between W2 and Ws6 on the phone)</p>	<p><b>Poco Grande</b> <b>Poco Grande</b> is a drinking glass with a fluted bowl shape, foot and stem. It is used for serving a mocktail.</p>
125	<p>W1: Kalo buat jus bang?</p> <p>W2: Tuh pakai <b><i>highball</i></b></p>	<p>Coffee Shop (Conversation between W1 and W2)</p>	<p><b>Highball</b> <b>Highball</b> is a tall glass. It is usually used for serving welcome drink.</p>
126	<p>W5: Waiter 1.. Kam <b><i>pouring</i></b> gelas yang kosong tu lah. Pakai <b><i>pitcher</i></b> tu nah.</p> <p>W1: Oke..</p>	<p>Barito Ballroom (Conversation between W5 and W1)</p>	<p><b>Pitcher</b> <b>Pitcher</b> is a container for holding liquids that has a handle and a shape opening at the top for pouring.</p>
OTHER EQUIPMENT			
127	<p>W1: Kadada makan jua lagi lo nih.</p> <p>W5: Hi'ih. Hadangi sini lah aku mengiau buhan <b><i>steward</i></b> lu gasan meangkat <b><i>chaffing dish</i></b> nih.</p>	<p>Barito Ballroom (Conversation between W1 and W5)</p>	<p><b>Chaffing Dish</b> <b>Chaffing Dish</b> is a device used to warm food at the table (buffet) and to keep it warm.</p>
128	<p>W5: Kada usah. Biar langsung dibawa ja. Eh cek pang <b><i>soup kettle</i></b> tu jua habis kah?</p>	<p>Barito Ballroom (Conversation</p>	<p><b>Soup Kettle</b> <b>Soup Kettle</b> is a device for warming the soup.</p>

	C: Ada ae masih.	<i>between W5 and C)</i>	
129	<p>W1: Sip bang. Kalonya <i>room service</i> di sini <b>trolley</b> nya lah?</p> <p>W2: Amunnya ada <i>room service</i>, biasanya pakai <b>trolley</b> ini.</p> <p>HO: Eh waiter 1, pake <b>trolley</b> aja <i>clear up</i> nya, ambil tuh di <i>pantry</i>.</p> <p>W1: Oh iya pak.</p>	<p>Coffee Shop (<i>Conversation between W1 and W2</i>)</p> <p>Coffee Shop (<i>Conversation between HO and W1</i>)</p>	<p><b>Trolley</b> <b>Trolley</b> is a table on four small wheels with one or more shelves under it, used for serving food or drinks.</p>
130	<p>W1: <b>Tray</b>nya mana lagi ya bang?</p> <p>W3: <b>Tray</b>..... Lagi di pake di atas kayaknya.</p> <p>W2: Untuk meangkat piring ganal nih kita pakai tangan, kada kawa pakai ini, kada muat lawan berat jua. Kalo yang kaya ini baru kita pakai <b>tray</b>.</p> <p>W1: Siap.</p>	<p>Coffee Shop (<i>Conversation between W1 and W3</i>)</p> <p>Coffee Shop (<i>Conversation between W2 and W1</i>)</p>	<p><b>Tray</b> <b>Tray</b> is a flat, shallow container with a raised rim, typically used for carrying food and drink.</p>
131	<p>W1: Kopi yang mana bang?</p> <p>W3: <b>Coffee maker</b> nya abis ya udah?</p> <p>W1: Iya bang.</p>	<p>Coffee Shop (<i>Conversation between W1 and W3</i>)</p>	<p><b>Coffee/Tea Maker</b> <b>Coffee/Tea Maker</b> is a machine that makes coffee or tea.</p>
132	<p>W4: Eh, bantu masuk akan menunya ke <b>food text</b>!</p> <p>W1: Oke...Beda-beda nih menunya lah?</p> <p>W1: Kurang kah dasarnya <b>food text</b> nya ni bang?</p> <p>W2: Hi'ih dasarnya.</p>	<p>Coffee Shop (<i>Conversation between W4 and W1</i>)</p> <p>Lobby Lounge (<i>Conversation between W1 and W2</i>)</p>	<p><b>Standing Food Text</b> <b>Standing Food Text</b> is a place for showing the information of food or beverage.</p>
133	<p>HO: Waiter 1 tolong dong ambilin <b>HT</b> di situ!</p> <p>W1: Yang mana <b>HT</b> tu pak?</p> <p>HO: Itu yang kayak telepon.</p>	<p>Coffee Shop (<i>Conversation between HO and W1</i>)</p>	<p><b>HT</b> stands for <b>Handy Talky</b> <b>HT</b> is a device for communicating to other division or employees.</p>

134	W5: Waiter 1... kam tunggu sini lah! Aku mau ambil <i>filter queen</i> , bau banar coba itih di dalam. W1: Iya kah? Iya ku jagai.	Kapuas Room (Conversation between W5 and W1)	<b>Filter Queen</b> <b>Filter Queen</b> is a device for removing and filtering the room with aromatic perfume.
135	W1: Kapan tuh <i>showcase</i> di isi? W2: Kena buhan <i>Pastry</i> nang meisi. Kita nang me andak <i>food text</i> nya.	Lobby Lounge (Conversation between W1 and W2)	<b>Showcase</b> <b>Showcase</b> is a case for displaying cake.

## B. Discussion

In this discussion, the writer discussed more about jargons used by employees of Food and Beverage Service (FBS Division) at Aria Barito Hotel Banjarmasin when they talk each other while they are on the duty. The writer also discussed about the meaning of jargons. From the findings, the writer found that the employees of FBS Division at Aria Barito Hotel Banjarmasin used 135 jargons in their conversation while they are on duty. The writer collected those jargons in 21 days of research.

### 1. Jargon

#### a. Jargons of Food and Beverage Service Division.

These findings can prove some theories, which the writer presents in chapter II. Yule (2006: 211) states jargon is a special technical vocabulary that associated with a particular area of work. The employees of Food and Beverage Service (FBS Division) used the

special technical vocabularies in their occupation. It showed while they were on the job. The writer takes the part of conversation in transcript below:

Waiter 5:	Waiter 1... Sudah kah di <b><i>clear up</i></b> tuh?
Waiter 1:	Sudah semuanya.
Waiter 1:	Waiter 5 <b><i>set up</i></b> apa nih di <i>wain</i> ?
Waiter 5:	<b><i>Set up</i></b> <i>U shape</i> nah buat besok 20 <i>pax</i> .
Waiter 1:	Bang apa lagi nih yang belum buat <i>lunch</i> ?
Waiter 3:	<b><i>Dusting</i></b> sama <b><i>set up</i></b> de. Mana lagi <b><i>cover</i></b> nya ya?
Waiter 3:	<b><i>Poles-poles</i></b> <i>tea cup</i> aja dulu. Masih kurang.
Waiter 1:	Ayo kita bang.

The transcript above indicated employees of FBS Division used the special technical vocabularies, which called jargon. *Clear up*, *set up*, *dusting table* and *poles (polishing)* are some of the jargons in this division.

Allan and Burridge (2006: 56) define jargon as the language peculiar to particular context like a trade, profession or other group. It means that the terms are uncommon for other people. They are only used in certain group. Based on the findings above, FBS Division as a profession in Food and Beverage Department of hotel has a peculiar

language or vocabulary that cannot be understood by other professionseasily.

The jargons of FBS Division are often in English word, but sometimes derived from French word, such as *À la carte*, *Table d'Hôte*, *Mise en Scene* and *Mise en Place*. People who do not part of this group will not easily understand those jargons and think those are the weird words, because those jargons are the uncommon words for them.

#### **b. The Functions of Jargon**

Based on theory, the functions of jargon are:

##### **1) Clear, Unambiguous and Economical Terms**

The first function indicated clearly in the use of jargons. it used for making the conversation simple and effective. According to Brown and Attardo (2006: 119) the function of jargon is to provide speakers of specialized domains with clear and unambiguous terms to refer to their activities.

##### **Clear and unambiguous terms:**

Here, the writer shows the sample of conversation with clear and unambiguous terms while the writer was on job.

Waiter 3: Oh iya, *dinner spoon*nya belum de!

Waiter 1: Ini bang biar ku taroh.

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Waiter 1: Waiter 5.. Ni *duck spoon* nya habis kah?

Waiter 5: Hi'ih. Pakai *soup spoon* ja lu.

Based on the samples of conversation above, they are fit with the theory. In FBS Division, there are many kinds of spoon, such as *dinner spoon*, *dessert spoon*, *serving spoon*, *soup spoon* and *duck spoon*. Therefore, the employees in this division used jargons for making their conversation clear and unambiguous to refer their activities. That is supported with the statement on the interview below:

The sample: N (Writer) and R (Employee)

N: Apakah penggunaan jargon menambah keefektifan dalam kinerja anda?

R: Iya lah, pasti. Karena kalonya jargon-jargon ini kan berguna di perhotelan, gak menggunakan bahasa-bahasa gimana gitu ya. Karena dengan menggunakan jargon itu kita mempermudah dalam bekerja, misalkan kita minta piring, jenis piring itu pasti banyak jadi kita itu sesuai piring yang sesuai dengan namanya masing-masing, misalkan mintanya *Dinner Plate* pasti kita ambilkan *Dinner Plate*, gak mungkin kan kita kasih piring kecil.



### Economical Communication

Allan and Burridge (2006: 58) state the function of jargon is to serve as a technical or specialist language for precise and economical communication. This theory proved in this research by the sample of conversation below:

Waiter 2:      Udah kamu *set up*ja. Tau lo di **dusting** dulu?

Waitress 6:    Iya kak.

---

Waiter 3:      **Dusting** sama *set up* de. Mana lagi **cover** nya ya?

Waiter 4:      Banyak ja lagi disitu **cover**nya.

---

Waiter 2:      Di mana nih **CO** nya? Habis kah yo...

Waiter 1:      Kada tau bang. Coba cek di depan!

Employees of FBS Division sometimes prefer said the jargon in a single word than in a length phrase of jargons. Those found on the conversation while the writer was on job. They reduced the forms of **dusting table** and **glass cover** becoming **dusting** and **cover**. Then, they reduced the form of **captain order** in abbreviation into **CO** (/ce-o/ is pronounced in Indonesian way). It is show by those facts; they used the jargons in their field for making the communication more economical precise. That is supported with the statement on the interview below:

Based on the interview, the employee conveys the same. He used abbreviation or acronym for making the conversation simply and efficiently.

The sample: N (Writer) and R (Employee)

N: Misalkan dalam menyingkat beberapa jargon ni mas seperti *BEO* itu kan, apakah itu juga salah satu mempermudah dalam kinerja anda?

R: Iya itu mempermudah sih. Karena kita gak bikin panjang-panjang.

N: Menyebutkannya ya mas?

R: Iya, kan kalo *BEO* apa itu? *Banquet Event Order*.

N: Jadi dengan menyingkatnya tersebut juga mempermudah dalam kinerja anda.....

## 2) Promote Group Solidarity

The second function of jargon, stated by Allan and Burridge (2006: 58) is to promote in-group solidarity and to exclude as out-groupers those people who do not use the jargon. The fact is, the employees of FBS Division have their own a particular word that is called jargon and used it in their field in order to make their communication become easier to be understood by people in this profession. In other hand, people who do not belong to this profession will be difficult to understand and

comprehend the meaning of the jargons. It means, the jargon in this profession can promote the solidarity in a teamwork or group, because they used the same language in every communication at the hotel. This theory is supported by the statement of the employee on the interview.

N: Jadi dengan meningkatnya tersebut juga mempermudah dalam kinerja anda. Selanjutnya mas, apakah dengan menggunakan jargon menambahkan rasa kebersamaan dalam kelompok kerja anda?

R: Iya sih, tentu saja. Karena penggunaan jargon dilakukan setiap hari dan semua karyawan melakukannya.

N: Jadi semua karyawan wajib menggunakan standar jargon di hotel tersebut.

According to the transcript of conversation:

Waiter 1: Iya bang. Gak papa bang gak di *dusting*?

Waiter 3: Ya, seharusnya di *dusting*, tapikan ini gak kepake. nanti yang di ujung sana aja yang di *dusting*.

Based on the conversation above, that showed the solidarity between waiter 1 and waiter 3. They used the same jargon for mentioning the same thing – *dusting*. *Dusting* this jargon

means clearing the table after it is used. Waiter 1 will not say “*dusting*” to other people outside of FBS division.

### 3) Mark The group Membership

The third function of jargon according to Brown and Attardo (2006: 119) is to provide speakers of a subgroup with a means of marking in-group membership and excluding outsiders. Therefore people can mark the speaker as a part of group or not and identifying the speakers’ group or profession by the conversation.

Sample of conversation in transcript:

Supervisor 1 : Kamu *poles* yaaa! Bisakan *moles*?

Waiter 1 : Iya. *Moles* atau *set up* dulu pak?

Supervisor 1 : *Moles* terus langsung *set up* aja.

---

Waiter 1 : Waiter 5 *set up* apa nih di *wain*?

Waiter 5 : *Set up U shape* nah buat besok 20 *pax*.

From the conversation, it is clear to see that the employees as a part of the group by the jargon that they used. They used *polish*, *set up* and *U shape* to mark themselves as part of FBS division employees. It is because, these jargons only can found in this profession.

## 2. The Meaning

Related to the meaning, the writer conducts the meaning of jargon from three considerations. The sources of meaning are based on the lexical meaning, interpretation and clarification. Jargon in a profession is difficult for outside of the profession to understand (Hornby, 1995: 296). Therefore, the writer processed the meaning of jargons using them considerations. First, the writer took the meaning in the dictionary. Second, interpreted the meaning based on the document from the observation, which this research used the observation of participation to collect the data and the writer as the one of player in this research. Third, the writer clarified the meaning of jargons with the employees of FBS Division.

According to Budianto and Fardhani (2010: 37) lexical meaning is a linguistic item in dictionary. Hornby (1995: 321) states dictionary is a book that gives the words of a language in alphabetical order and explains their meaning. Sometimes the meaning of jargon not suitable or exist in the dictionary. Because dictionary gives the explanation in the large segment and not specific meaning, meanwhile the jargon is a special terms in technical vocabulary by a particular profession or group of people. Therefore, the writer used interpretation by the observation as the second way to processed of meaning. Because interpretation is a complex practice

that requires the writer to fully understand, analyze and process spoken or signed messages (Hornby, 1995: 624). The last consideration of the jargon meaning is clarification. Hornby (1995: 203) states clarification is about to make something clearer and easier to understand. The writer clarified the meaning of jargons with the employees of FBS Division to make the authentic and easy meaning to understand of jargons in this profession.

Sample of Conversation:

Waiter 1: Ayo kita set up nah. Mumpung lagi nganggur.

Waiter 5: Belum ada **BEO** nya lagi.

Waiter 1: Iya kah. Mehadang ae dulu berarti.

According to conversation above, *BEO* stands for Banquet Event Order. *BEO* is a form of MICE reservation that made by marketing and distribute to F&B Department to prepare rooms and meals of event. The meaning of this jargon not exists in the dictionary. Therefore, the writer interpreted that jargon based on the observation and clarified the meaning with the employee of FBS Division.