

CHAPTER I

INTRODUCTION

A. Background of Study

Language is one of the communication instruments especially among human being. By using language, we can easily communicate each other. Language is used to deliver ideas, opinions, thoughts and feelings to others, either in spoken language or in written language. It has been also stated in the holy Qur'an, on Sure Al-Hujurat verse 13 as follows:

يَا أَيُّهَا النَّاسُ إِنَّا خَلَقْنَاكُمْ مِنْ ذَكَرٍ وَأُنْثَىٰ وَجَعَلْنَاكُمْ شُعُوبًا وَقَبَائِلَ
لِتَعَارَفُوا إِنَّ أَكْرَمَكُمْ عِنْدَ اللَّهِ أَتْقَاكُمْ إِنَّ اللَّهَ عَلِيمٌ خَبِيرٌ ١٣

The verse above states that God has created human beings with several different races, tribes, cultures, customs, religions and language. This variety shows that God has power to create. In this case, the writer wants to emphasize the important of language for communication. Language is a paramount thing for all people in order to be able to communicate with others beyond their local speech communities.

Every people in the world interacts and communicates each other with language. Wardhaugh (2002: 3) states a language is a system of arbitrary verbal symbol, which is used by the members of a speech community as a

mean of communication to interact and express their ideas, feelings and thoughts. So it simply says that language is essentially a set of items (sounds, grammars, and meaning of words) that is used to communicate each other in order to understand what the other people's ideas, feelings and thoughts. Language is learned and explained in linguistics. In linguistics field, it is divided into several branches; one of them is sociolinguistics.

The term of sociolinguistics is used generally for the study of the relationship between language and society (Yule, 2006: 205). Sociolinguistics is also the study about relationship between language and society with the goal of better understanding of language structure and how the function of language in communication. Trask (1999: 282) defines sociolinguistics as a branch of linguistics which the relationship between language and society. They are interested in explaining why we speak differently in different social contexts, and they concerned with identifying the social function of language and the ways it is used to convey social meaning (Holmes, 2008: 1). Therefore, language is the most fundamental instrument when society begins to communicate.

In the social communication, there are many varieties of language, which are register, slang, style and jargon. In this research, the writer will discuss more about jargon. The basic concept that should comprehend is how jargon happened in society. Society uses jargon to create their own identity of their profession itself. They use the same language and the same vocabularies

in the same area. It means that jargon aims to show what the professions are, because jargon vocabulary sometimes unknown by outsiders and used by certain groups or professions in working area. Different groups have different jargon.

Jargon is certain language that is special language and usually used by profession or group of society. The language also usually only be understood by the group itself. Fromkin et al (1996: 313) emphasizes that Jargon is used by different professional and social groups in so extensive and so obscure in meaning. Jargon refers to the unique vocabulary used by particular groups of people to facilitate for communication. Jargon is also assumed as language variety contain a set of unique vocabulary that used by people who have same interest, class (social status), or same position in certain area, for instance in working area.

In working area, there are so many professions that used jargon, for example; politicians, comedians, entertainer, pilots, military, hotel etc. They have their own jargon and use it in their field in order to make their communication to be easier. It is assumed that jargon is used by many professions in different fields. One of field that uses jargon is hotel. Hotel as one of the job-fields that used jargon as communication tools, it has divisions such as food and beverage service, housekeeping, front office, engineering, and sales marketing. In this research, the writer is only concerning to Food and Beverage Service (FBS Division). FBSdivison is usually refers to

waiters/waitresses. Waiter/waitress of hotel is a server who works in the outlets of hotel. The basic function of waiter is to provide courteous and efficient service to guests according to established service standards and procedures. FBS division uses the jargon to make their communication easier in working area.

The jargon is that usually used by waiter for example is “*pax*”, the meaning of “*pax*” is a hospitality industry term used interchangeably with “people”. Therefore, number of “*pax*” is typically in reference to the number of guests at a restaurant, number of costumers at a party, number of occupants in a hotel, number of passengers in an aircraft and etc. The example of “*pax*” in sentence is “Plsset **up** class room for 50 **pax**at Barito **Ballroom**”. Those are the examples of the jargon that usually used by the employees at hotels.

Based on the definition and explanation about the jargon above, the writer chooses FBS division at hotel as the subject of research in jargon, because FBS division uses jargon in working area. Other reasons of this research are first, hotel is an establishment that provides lodging paid on a short-term basis. As the hospitality industry of tourism and business, hotel gives many various facilities as like a small room to large suites, swimming pool, spa, business center, gymnasium or restaurant. Hotel is the happening place and destination on the people especially among adolescent. They use hotel as like their lifestyle. They usually celebrate a birthday party in the room of hotel or use the hotel as the object of photograph like pre-wedding or for

provide job business. Second, why the writer focus on the FBS division? Food and Beverage Department is one of sources of hotel revenue and profit beside of Rooms Department. FB Department divided into two division, they are Food and Beverage Product (FBP) and Food and Beverage Service (FBS). The writer takes FBS division as the subject of this research because FBS division gives more opportunity for directly contact with the guests. Restaurant and café are the happening industry in this era. They give various concepts to their restaurant and café for attract the interest of customers. Those business very happening especially in Banjarmasin, they give the facilities as like live music, free Wi-Fi, comfortable place, and certainly is the best spot to take a photograph. The last is about jargon in the FBS Division that usually used by the employees when they are talking. By their various and unique language makes the writer curious and interest in analyzing this jargon deeper especially concerning with the meaning. So, by those reasons the writer very interesting to do a research in this phenomenon.

Based on the description above, the writer is intended to conduct about Employees' jargon in Hotel especially FBS division, and then the writer conducts a research entitled "THE JARGON USED BY EMPLOYEES OF FOOD AND BEVERAGE SERVICE (FBS DIVISION) AT HOTELS." This study is intended to analyze the jargon that used by employees' hotel (FBS Division) in communication. The writer only focuses on the jargon used by

employees of FBS division at hotel when they communicate to each other or guests. The writer intends to find out what jargon that used by employees of FBS Division at hotel are, and what the meanings of those jargon are.

B. Statement of Problems

Based on the background of study above, the writer formulated the statement of the problems below:

1. What jargons are used by employees of Food and Beverage Service (FBS Division) at Hotels?
2. What are the meaning of jargons used by employees of Food and Beverage Service (FBS Division) at Hotels?

C. Objective of Study

Related to the problem above, the objectives of this study are:

1. To find out the jargons are used by employees of Food and Beverage Service (FBS Division) at Hotels.

2. To find out the meanings of jargon used by employees of Food and Beverage Service (FBS Division) at Hotels.

D. Significance of Study

By investigating the jargons used by employees of FBS division at Hotels, the writer expects the result of the study to give valuable contribution.

First, to the writer, this research is expected to increase the writer's knowledge in sociolinguistics especially in part of jargon.

Second, to the reader's, this research is expected to give knowledge and more information about jargon, especially jargon used by employees of FBS division in the hotel. As well as improve the reader's vocabulary.

Last, to the future writers, this research is expected to be useful to give references to the future writer in conducting a similar research about jargon.

E. Definition of Key Terms

In this research, the writer defines the terms:

1. Jargon is special terms that refer to the activity of occupational varieties.
Brown and Salvatore (2000: 118-119).

2. Hotel is a commercial establishment providing lodging, meals and other guest services
3. Employees of FBS division are an employee who works in the outlets of Food and Beverage Department, which are restaurant, bar, room service, or banquet.