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The Identification of Language Functions and Expressions Used by Waiters/Waitress at Scusa Restaurant by Ayana Resort Jimbaran Bali

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Abstract

This study aims at investigating the language functions and language expressions employed at Scusa Restaurant, located in Ayana Resort, Jimbaran, Bali. Through qualitative analysis, it explores how language is utilized in various aspects of the breakfast experience, including customer interaction, menu presentation, and service communication. This study used observation and interview for get the data. The observation and interview conducted with the subjects on 13 May 2024 until 5 June 2024. The data was analyzed using the theory of language functions and language expressions developed by Purnamaningsih (2020) and Sardianti (2020). This study found a total of 16 language functions and 16 language expressions that are commonly used by waiter and waitresses in handling guests during breakfast. The language functions include, greetings, asking for how many parties, asking for room number, asking for sitting place, sitting the guests, unfolding napkin, giving information about the buffet, offering coffee or tea, presenting menu, taking order, repeating order, serving food or coffee and tea, checking back, settling payment, thanking the guest, and wishing a good day. Each language function is expressed through various language expressions that are appropriate to the situation and conditions while serving guests. The findings reveal the strategic use of language to enhance customers satisfaction, reflect cultural values, and maintain a high standard of hospitality.

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INTRODUCTION

Restaurant business is rapidly developing nowadays. According to Hayes (2017), a restaurant is a food service operation that brings profit, that main business includes selling food or drinks to individuals and guest in small groups. Language plays a pivotal role in the hospitality industry, influencing customer perceptions and experiences. According to Forsdale (2017), communication is an important element in work group, especially for waiters or waitresses in the restaurant. In the restaurant communication is very instrumental to facilitate the operational work. With good communication waiters or waitresses are inseparable from the

language functions and language expression. Language expression and language functions are very useful for waiters or waitresses to give information to guest.

There is a hotel in Bali named Ayana Resort Jimbaran Bali, that implements high standard English language function and expression in serving customers or guest. It is a good model in restaurant communication that needs to be learnt by those who are willing to be restaurant staff especially waiters or waitresses. This hotel is located in Jalan Karang Mas Sejahtera, Jimbaran Bali. Ayana Resort Bali is one of the five-star hotel and this hotel also one of the luxurious hotels in Bali. The resort is a part of the larger Ayana Estate, which includes sister properties of Rimba Jimbaran Bali, Ayana Segara, and The Villas at Ayana Resort. The resort offers a variety of rooms and suites designed to cater to different preferences and needs. These include deluxe rooms, ocean view suites, club rooms and suites, and also private villas. Ayana resorts boast an impressive array of dining options, ensuring guest enjoy a diverse culinary experience. Some of the restaurants include, Scuca Restaurant, Kisik Bar and Grill, Rock Bar, Dava Steak&Seafood, Sami Sami, Ah Yat Abalone Seafood, and also Padi Restaurant. Ayana Resorts one of five-star hotel in Bali and they have motto committed to bring excellence service to the guest. That is one reason for writer to choose Scusa Restaurant by Ayana Resort Jimbaran Bali for conduct the research.

There were several studies conducted by some researchers. Purnamaningsih (2020) conducted research at Puri Saron Lovina, on the language expression used by waiters and waitresses. It was found out that there were 22 language functions and expression which were commonly used. Sardianti (2020) conducted research at Grand Nikko Hotel, on the language functions and language expression used by waiters and waitresses. Indrisari (2020) conducted research at Enjung Baji Resorts, on the language expressions used by waiters and waitresses. It was found out there were 12 language expressions which were commonly used. The language functions and language expression were used to perform polite and professional service to the customer.

From this literature review, it was found that this research is still limited. Similar studies have never been conducted at Scusa Restaurant by Ayana Resort Jimbaran Bali. Therefore, since it has not been done by others before, this research will examine the language functions and language expressions at Scusa Restaurant by Ayana Resort Jimbaran Bali. The result of this study is expected to contribute significantly for the improvement of English for specific purpose especially English for Hotel and Restaurant.

RESEARCH METHOD

This study was conducted at Scusa Restaurant by Ayana Jimbaran Bali, which is part of Ayana Segara and is located on Jl. Karang Mas Sejahtera, Kuta Badung, Bali. The researchers chose to conduct the study at this restaurant because the hotel implements high-standard English language functions and expressions in serving guests. The research design employed is a qualitative approach, which is often used to explore complex issues, understand experiences, and interpret social interactions in depth, emphasizing the context and subjective perspectives of participants. This study aims to identify the language functions and expressions commonly used at Scusa Restaurant by Ayana Jimbaran Bali.

The subjects of this study were two staff members from Scusa Restaurant, chosen for their extensive experience and recognition as the best employees of the month. The data source

for this study is derived from the operational activities at Scusa Restaurant by Ayana Resort Jimbaran Bali. The data collected primarily revolves around the language functions and expressions commonly used at the restaurant. For data collection, the author engaged with guests, visited the restaurant, and interacted with staff. This study aims to identify the language functions and expressions commonly used at Scusa Restaurant by Ayana, which could benefit individuals seeking employment or training in the hospitality industry.

Data collection techniques included observation sheets used to gather data. The steps are as follows: visit Scusa Restaurant by Ayana Jimbaran Bali, engage with customers or guests, ask the staff about the commonly used language functions and expressions at the restaurant, and list these language functions and expressions. The research process involved obtaining data directly from original sources rather than through intermediaries. Data included individual or group opinions, observations of physical objects, and information obtained through interviews and observations related to real work practices at the research site. To gather data, the following methods were employed: 1) Interviews, which involve exchanging information and ideas through questions and answers, to obtain factual details about specific events from informants; and 2) Observation, which involved monitoring activities related to the duties of waiters and waitresses at Scusa Restaurant by Ayana Jimbaran Bali.

In the data analysis process, the researcher first identified and classified the data into groups. For example, language functions and expressions were categorized into separate groups in a table. The researcher then created a tabulation to facilitate data presentation and interpretation. Finally, the researcher interpreted the commonly used language functions and expressions at Scusa Restaurant by Ayana Jimbaran Bali.

FINDINGS AND DISCUSSIONS

Language Functions in Scusa Restaurant by Ayana Resort Jimbaran Bali

After the data were collected, the writer found the language functions used by waiters/waitresses at Scusa Restaurant by Ayana Resort Jimbaran Bali, which can be seen on the following table.

Table 1. The Language Functions commonly used at Scusa Restaurant in handling breakfast

N.	Language Functions
1	Greetings
2	Asking for how many parties
3	Asking for room number
4	Asking for sitting place
5	Sitting the guest
6	Unfolding napkin
7	Giving information about the buffet
8	Offering coffee or tea
9	Presenting menu
10	Taking order
11	Repeating Order
12	Serving food and coffee and tea
13	Checking back

14	Settling payment
15	Thanking the guest
16	Wishing a good day

Based on the table 1, the language functions commonly used by waiter/waitress at Scusa Restaurant by Ayana as follows;

The first things we must do when meet each other is greetings. All respondents did this procedure. Greeting is the first step before asking for identity. It will make guests feels welcome with us because friendliness and polite greeting could make the guests feel appreciated. Greeting also make us know first impressions of each other. The second one is asking for how many parties. Asking how many parties is one of important things we must do before we escorted the guest to the table. All respondents did this procedure. After greeting a waiters/waitress has to ask for how many of her/him to make sure how many seat that guest needs. The third one is asking for room number. The function we asking the room number for see the room number is include with the breakfast or no, and after that we can suggest the guest for alacart menu or join buffet. All respondents did this procedure. Asking for room number is very important. This is asked to the guest about room number to check on the guest list how many guests are included in the room. The fourth one is asking for sitting place. The function of asking for sitting the place is for we can prepare and ask about the guest satisfaction and we can inform the guest about smoking area or nonsmoking area for the guest. All respondents did this procedure. This is important way to make guest satisfaction. This is the way to ask the guest about sitting place, where She/He would like to sit.

The next one is sitting the guest. All respondents did this procedure. The waiters/waitress leads the guest to the table which has been decided by the guest. Before that, we should ask the guests if she/he fine with the table and area. When arrived on the table, pull the chair for lady first. And don't forget to tell the table number for the guests. The sixth one is unfolding napkin. All respondents did this procedure. After the guest has been sitting, unfold the napkin and place the napkin on the guest's lap. The napkin should be always clean and make sure the waiters/waitresses just hold the tip of napkin. Next is Giving information about the buffet. All respondents did this procedure. This is the important thing should inform to guest the buffet system and location of the buffet section for effectiveness. This is the important thing should be informed to guest, especially for the first stay guest. After that, is offering coffee or tea. All respondents did this procedure. This is offer to the guest whether it coffee or tea to start her/his breakfast. We also offer what special coffee or drink we have in the that day. This is important thing also should ask and inform to the guest, especially if the guest the first stay coming or staying at the hotel. Besides that, presenting menu is one of important things for the guests who join with alacart menu or we can say for the room number not included with the breakfast. All respondents did this procedure. This is explained to the guest about what menu items are prepared for today buffet breakfast or ale-cart breakfast, describing ingredients, and also the cooking methods. And then, Taking order. Taking order in ala carte breakfast is one of important things. All respondents did this procedure. This takes the guest's order and write down the order in the captain order. This is the one of important things to do for excellence service.

The next one is repeating order. Repeating order is also important thing when we handle the guests. All respondents did this procedure. This procedure is to ensure what guest orders and anticipation for mistake or forgot the orders. And don't forget to tell the guests about how long they should waiting for the food. After the guest taking order is serving food and coffee or tea. All respondents did this procedure. This is serving the guest's order by moving around the table and serve for ladies first from left side with your right hand. The next one is checking back. All respondents did this procedure. This also is one of important things to check all everything is doing well. This is check to the guest to ensure that she/he enjoyed the meal. After that is settling payment. All respondents did this procedure. This is the payment process checked by waiters/waitresses for guest for make sure include or not for the breakfast. Sometime this is the payment to check the guest is luxury guest with discount or not. The next is thanking the guest. All respondents did this procedure. This is the fond farewell to the guest for make guest feel appreciated and happy after have a breakfast with us. And also this things is make our guests happy. The last but not least is Wishing a great day. All respondents did this procedure. This is also one of fond farewell to guest for make the guest feel appreciated and happy and one of word that came from our mouth into the prayer for the guest.

Language Expressions commonly used at Scusa Restaurant in Handling Breakfast

After the data were collected, the writer found the language expressions used by waiters/waitresses at Scusa Restaurant by Ayana Resort Jimbaran Bali, which can be seen on the following table language expressions.

Table 2. The Language Expression commonly used at Scusa Restaurant in handling breakfast

N	Language Expression
1	- <i>Om Swastiastu</i> welcome to Scusa Restaurant - Good morning, sir/madam how are you today? - Good morning, sir/madam how may assist you today?
2	- May I know for how many persons join the breakfast sir/madam? - How many people of you?
3	- May I know your room number please - May I have your room number please
4	- Where would you like to sit Sir/Madam? We have inside and outside table
5	- Is this table convenient for you?
6	- Excuse me Sir/Madam may I adjust the napkin please
7	- Well Sir/Madam for your information, today we have buffe breakfast which have 14 kind of food section, there are Indonesian section, live noodle station, japanese section, korean section, egg station, western station, cold guts section, dessert section, lokal fruit section, herbal drinks section, and also pastry section. You can choose what kind of food do you want and also you can order egg as you wish on the live egg station. Thank you.
8	- Would you like to have coffee or tea during your breakfast Sir/Madam?
9	- Here is our menu for today Sir/Madam.
10	- Are you ready to order Sir/Madam? - May I assist you to taking the order Sir/Madam?
11	- Attention please, your order is one egg benedict without coriander sauce, correct?

N	Language Expression
12	- Excuse me Sir/Madam here is your food, please enjoy your breakfast
13	- Excuse me Sir/Madam is everything alright for the food?
14	- Well Madam/Sir, I have checked your name on the guest list, your breakfast is already include in your room, means you will not pay for additional charge.
15	- Thank you for join the breakfast with us. - Thank you for choosing to breakfast with us this morning
16	- Have a wonderful day Sir/Madam - Have a pleasant day Sir/Madam

Based on the table 2. The language expressions commonly used by waiter/waitress at Scusa Restaurant by Ayana as follows;

The first things we must do when meet each other is greetings. For greeting, respondent 1 usually said *“Om Swastiastu Madam/Sir, welcome to Scusa Restaurant, how may I assist you?”*, respondent 2 usually said *“Good Morning, Selamat Pagi Madam/Sir, welcome to Scusa Restaurant. How are you this morning?”*. After greeting the waiters usually ask her/his condition. The standard greeting at Scusa Restaurant by Ayana Resort Jimbaran Bali is using Om Swastiastu, Good morning, Selamat Pagi, Selamat Siang, and Selamat Malam.

The second one is asking for how many parties. For asking for how many parties, respondent 1 usually said *“May I know how many persons of you?”*, respondent 2 usually said *“How many parties of you?”*. Most of the waiters and waitresses usually ask the guest for how many of guests will have breakfast. The third one is asking for sitting place. For asking for sitting place, respondent 1 usually said *“We have two areas for breakfast, smoking-area and nonsmoking area. So, where would you like to sit?”*, respondent 2 usually said *“We have two areas for breakfast, smoking-area and nonsmoking area. For nonsmoking area, we have inside and outside area. So, which one do you choose?”*. Most of the waiters and waitresses usually ask the guest for their sitting place.

The fourth one is asking for room number. For asking for room number, respondent 1 usually said *“May I know your room number, please?”*, respondent 2 usually said *“Could I have your room number, please?”*. Most of the waiters and waitresses usually ask the guest for their room numbers. The next one is sitting ing the guest. For sitting the guest, respondent 1 usually said *“Is this table convenient for you?”*, respondent 2 usually said *“Are you happy with this table?”*. Most of the waiters and waitresses confirm the seating place to make sure the guest happy with the table. The next one is unfolding napkin. For unfolding napkin, respondent 1 usually said *“Excuse me Madam/Sir”*, respondent 2 usually said *“Excuse me Madam/Sir”*. All the waiters and waitresses usually said *“excuse me”* to get the guest's attention when unfolding the napkin. The next after unfolding napkin is giving the information of buffet. For giving the information of buffet, respondent 1 usually said *“Well Madam/Sir, I would like to give you information about buffet. Our buffet is semi buffet, it means you can take the food from buffet, and you can order the food from the menu”*, respondent 2 usually said *“Well Madam/Sir, our buffet is semi buffet. So, you can take the food by yourself from buffet, and you can order the food from the menu free flow”*. The waiters and waitresses inform to the guest about the system of buffet.

The next after giving information about buffet is offering coffee or tea. For offering coffee or tea, respondent 1 usually said "Would you like to order coffee or tea?", respondent 2 usually said "Would you like to start with coffee or tea?". To make guest satisfied the waiters and waitress usually offer coffee or tea before they ask to get coffee or tea. The next after giving information about the buffet is presenting the menu. For presenting the menu, respondent 1 usually said "Excuse me Madam/Sir, this is our menu, if you want to order something from the menu just let us know", respondent 2 usually said "Excuse me Madam/Sir, this is our breakfast menu, if you are ready to order just let us know". Most of the waiters and waitresses usually give the guest menu and inform if they are ready to order. The next after giving information about the buffet is taking order. For taking order, respondent 1 usually said "Excuse me Madam/Sir, are you ready to order?", respondent 2 usually said "Excuse me Madam/Sir, may I take your order?". In take the guest's order, most of the waiters and waitresses usually ask the guest to make sure that they are ready or not ready yet to order.

After that is repeating the order. For repeating the order, respondent 1 usually said "Well Madam/Sir, to make sure your order, may I repeat your order?", respondent 2 usually said "Well Madam/Sir, may I repeat your order?". Most of the waiters and waitresses repeated the guest's order to make sure the order was clear. And after repeating the order is serving food and coffee or tea. For serving food and coffee or tea, respondent 1 usually said "Excuse me Madam/Sir, this is your food and coffee or tea. Please enjoy your meal", respondent 2 usually said "Excuse me Madam/Sir, this is your food and coffee or tea. Enjoy your breakfast please". After serving food and coffee or tea the waiters and waitresses usually ask the guest to enjoy her/his food.

The next is checking back. For checking back respondent 1 usually said "Excuse me Madam/Sir, is everything good? Do you need something?", respondent 2 usually said "Excuse me Madam/Sir, how was your breakfast? If you need something feel free to call us". The waiters and waitresses usually checking back and offering help to the guest after they finished their meal. After checking back is settling payment. For settling payment, respondent 1 usually said "Well Madam/Sir, I have checked your name on the guest list, your breakfast is already included in your room, means you will not pay for additional charge", respondent 2 usually said "Well Madam/Sir, based on the guest list, your breakfast is already included in your room. So, you do not need to pay for additional charge". Most of the waiters and waitresses usually inform to the guest about the policy of payment when they have breakfast.

After settling payment is thanking the guest. For thanking the guest, respondent 1 usually said "Thank you very much Madam/Sir, have a nice day. See you again in the next day", respondent 2 usually said "Thank you for coming Madam/Sir, have a good day. See you". Most of the waiters and waitresses usually thank to the guest and hope her/him will come back again in the next time.

Bakara (2018) reported, that there were 10 steps used namely: mise and place is Mise en place (French pronunciation), table setting, greet and great, offering menu, taking order, other service, clearing the table, taking order dessert, presenting the bill, clearing and resetting. The subjects of her research were 13 hotel staffs. While in this study the writer discovered 16 procedures in handling guest namely: greeting, asking for how many parties, asking for sitting place, asking for room number, sitting the guest, unfolding napkin, giving the information of buffet, offering coffee or tea, presenting the menu, taking order, repeating the order, serving

food and coffee or tea, checking back, settling payment, thanking the guest, and wishing a great day.

And in other research which found by Purnamaningsih (2020), with her report "Language Functions and Expressions used by waitresses at Grand Nikko", reported, that there were 7 steps used namely: greetings, sitting the guest, offering menu, taking order, serving, billing, and payment. The subjects of her research were 3 hotel staffs. While in this study the writer discovered 16 procedures in handling guests namely: greetings, asking how many parties, asking for sitting place, asking for room number, sitting the guest, unfolding napkin, giving the information of buffet, offering coffee or tea, presenting the menu, taking order, repeating the order, serving food and coffee or tea, checking back, setting payment, thanking the guest, and wishing a great day.

CONCLUSION

Based on the result of the study about the identification of language functions and language expressions used by waiters/waitresses at Scusa Restaurant by Ayana Resort Jimbaran Bali it could be concluded that, there are some language functions and language expressions commonly used by waiters/waitresses at Scusa Restaurant by Ayana Resort Jimbaran Bali namely: greeting, asking for how many parties, asking for sitting place, asking for room number, sitting the guest, unfolding napkin, giving the information of buffet, offering coffee or tea, presenting the menu, taking order, repeating the order, serving food and coffee or tea, checking back, settling payment, thanking the guest, and wishing a great day. Those procedures are the most important things that waiters/waitresses have to do in handling guest. As waiters/waitresses at Scusa Restaurant by Ayana Resort Jimbaran Bali, it is important to use proper language expressions in handling guests.

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