

**PENGGUNAAN ISTILAH BAHASA INGGRIS
DI BAGIAN *FRONT OFFICE* : STUDI KASUS DI HOTEL
CROWNE PLAZA SEMARANG**

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***Abstract:** Hotel terminology has long been used in English language since the first establishment of Convent Garden hotel in 1774 in Westminster, London. The following hotel named City Hotel was then found in 1794 located in New York City. Hotels were growing rapidly in Europe as well as in America during the 19th and 20th century. Meanwhile in Indonesia, the first hotel with an international standard known as Hotel Indonesia was established on 5 August 1962. However, hotels today mainly recruit new qualified employees with hotel management backgrounds. The graduates of Hotel Management department are provided with the good skills in practicing the hotel terminology during the study. The hotel terminology itself is particularly employed the most in job interviews. This article shows the easiest way of learning by heart and putting into practice the hotel terminology by defining each term in alphabetical order. The hotel terms apply the most to the Front Office department leading to other departments such as Housekeeping, Food & Beverage Services, Food & Beverage Products, Accounting, Sales & Marketing and Safety & Risk. In conclusion, the Front Office department is the main department carrying abundant knowledge about the hotel terminology.*

***Keywords :** front office, hotel division, hospitality language, hotel terminology*

PENDAHULUAN

Bahasa Inggris di era globalisasi sudah sering digunakan dalam kehidupan sehari-hari baik itu di lingkungan keluarga, pergaulan, dan di lingkup kerja. Bukan hal yang asing lagi bahwa penggunaan bahasa Inggris sering dijumpai di setiap percakapan masyarakat. Teknologi membuat generasi muda lebih mudah untuk beradaptasi atau berinteraksi menggunakan bahasa Inggris. Jadi tidak salah, mau tak mau, suka tak suka, bahasa Inggris sudah dipelajari masyarakat mulai dari istilahnya bila tak mau terlindas oleh jaman. *Kids* jaman *now*, istilah yang sekarang lagi latah di masyarakat adalah istilah untuk anak masa kini yang melek teknologi. Namun demikian, kata yang digunakan adalah campuran antara bahasa Inggris dan bahasa Indonesia yang kita temui dalam kehidupan sehari-hari hingga hal tersebut menjadi *viral* ketika teknologi yang membuat hal tersebut terjadi di masyarakat. Istilah bahasa Inggris bisa diterapkan pada suatu bidang ilmu. Misalnya bahasa Inggris untuk ekonomi hanya orang-orang yang menuntut ilmu di bidang ekonomi yang lebih mengetahui arti dari istilah bahasa Inggris yang digunakan, bahasa Inggris dalam komponen keras dan lunak perangkat komputer, istilah bahasa Inggris dalam dunia kesehatan, jadi orang bahasa Inggris pun tidak akan tahu istilah bahasa Inggris dalam bidang tertentu bila tidak diikuti dengan deskripsi dan penjelasan yang dianalogikan secara umum istilah tersebut yang dekat dengan kehidupan sehari-hari.

METODE PENELITIAN

Penulis menggunakan metode penelitian kualitatif dan Sumber data penulisan ini dari data primer dan sekunder yaitu referensi buku perhotelan dan berdasarkan pengalaman penulis sebagai pengamat langsung karyawan *Front Office* di Crowne plaza hotel Semarang (observasi penulis).

DEFINISI HOTEL DAN KLASIFIKASI ATAU PENGGOLONGAN HOTEL

Sejarah hotel dimulai pada tahun 1793 yaitu City Hotel yang dibangun di wilayah kota New York telah menjadi pelopor pembangunan penginapan gaya baru yang lebih *fashionable*. Dasar pembangunannya tak hanya mementingkan letak yang strategis tetapi juga pemikiran bahwa hotel juga tempat istirahat yang mumpuni dan hotel pun mulai didirikan di pinggir kota. Setelah itu muncul hotel-hotel legendaris seperti Tremont House (Boston, 1829) yang selama puluhan tahun dianggap sebagai salah satu tempat paling top di Amerika Serikat (AS). Kemudian muncul Astor House (New York, 1836) yang saat itu hotel modern identik dengan perkembangan lalu lintas dan tempat beristirahat dan pembangunan jaringan kereta api saat itu sedang gencar-gencarnya dan bahkan hampir di tiap pemberhentian (stasiun) terdapat hotel.

Definisi hotel berasal dari kata **HOSPITIUM** (bahasa latin), yang artinya ruang tamu. Kemudian kata *hospitium* berkembang menjadi *hostel* karena setiap orang yang menginap dikoordinir oleh seorang *host* yang mempunyai peraturan yang telah ditentukan. Seiring dengan perkembangan dan tuntutan orang-orang yang ingin mendapatkan kepuasan, dan tidak suka dengan aturan atau peraturan yang terlalu banyak sebagaimana dalam *hostel*, kata *hostel* lambat laun mengalami perubahan. Huruf “s” pada kata *hostel* tersebut menghilang atau dihilangkan orang, sehingga kata *hostel* berubah menjadi hotel seperti apa yang kita kenal sekarang. Kata hotel berasal dari kata *hostel*, kata tersebut konon diambil dari bahasa Perancis Kuno. Bangunan publik ini sudah disebut-sebut sejak akhir abad ke -17 yang bermakna tempat penampungan buat pendatang atau bisa disebut juga dengan bangunan penyedia pondokan dan makanan untuk umum. Jadi pada mulanya hotel memang diciptakan untuk melayani masyarakat. Definisi hotel menurut **Hotel Proprietors Act. 1956**, *an inn is an establishment held by the proprietor as offering food, drink and sleeping accommodation without special contract to any traveler, able and willing to pay a reasonable sum, who is fit to be received*. Definisi hotel menurut **Dirjen Pariwisata-Depparpostel**, yakni suatu jenis akomodasi yang mempergunakan sebagian atau seluruh bangunan, untuk menyediakan jasa penginapan, makan dan minum, serta jasa lainnya bagi umum yang dikelola secara komersial. Definisi hotel menurut **Surat Keputusan Menteri Perhubungan No. PM 10/PW – 301/Phb.77. tertanggal 12 Desember 1977** sbb: Hotel adalah suatu bentuk akomodasi yang dikelola secara komersial, disediakan bagi setiap orang untuk memperoleh pelayanan penginapan berikut makan dan minum. Sedangkan definisi hotel menurut **Surat Keputusan Menteri Pariwisata, Pos dan Telekomunikasi No. KM 37 /PW.340/MPPT-86** adalah sebagai berikut : hotel adalah suatu jenis akomodasi yang mempergunakan sebagian atau seluruh bangunan untuk menyediakan jasa penginapan, makanan dan minuman serta jasa lainnya bagi umum yang dikelola secara komersial.

Klasifikasi atau penggolongan hotel ialah suatu sistem pengelompokan hotel – hotel ke dalam berbagai kelas atau tingkatan, berdasarkan ukuran penilaian tertentu. Sistem klasifikasi atau penggolongan hotel di dunia berbeda antara negara yang satu dengan negara lainnya. Sebagai contoh klasifikasi hotel di beberapa negara tertentu antara lain :

1. Republik Rakyat China (RRC) mempergunakan klasifikasi : Tourist Class, Standart, dan Superclass Hotel

2. Bulgaria, Columbia, Equador, Syria, Quait, mempergunakan klasifikasi : Hotel kelas 3, 2, 1 dan deluxe.
3. Yunani mempergunakan klasifikasi : Hotel kelas A, B, C, D, E

Di Indonesia pada tahun 1970 oleh pemerintah menentukan klasifikasi hotel berdasarkan penilaian-penilaian tertentu sebagai berikut :

1. Luas Bangunan
2. Bentuk Bangunan
3. Perlengkapan (fasilitas)
4. Mutu Pelayanan

Namun pada tahun 1977 ternyata sistem klasifikasi yang telah ditetapkan tersebut dianggap tidak sesuai lagi. Maka dengan Surat keputusan Menteri Perhubungan No. PM.10/PW.301/Pdb – 77 tentang usaha dan klasifikasi hotel ditetapkan bahwa penilaian klasifikasi hotel secara minimum didasarkan pada :

1. Jumlah kamar
2. Fasilitas
3. Peralatan yang tersedia
4. Mutu

Berdasarkan penilaian tersebut, hotel-hotel di Indonesia kemudian digolongkan dalam 5 (lima) kelas hotel yaitu :

1. Hotel Bintang 1
2. Hotel Bintang 2
3. Hotel Bintang 3
4. Hotel Bintang 4
5. Hotel Bintang 5

Persyaratan hotel berbintang adalah sebagai berikut :

- | | |
|--|----------------------------------|
| 1. Fisik, meliputi lokasi, kondisi, dsb sebagainya | 10-14 kamar untuk bintang 1 |
| 2. Bentuk pelayanan (service) | 15-29 kamar untuk bintang 2 |
| 3. Kualifikasi tenaga kerja, pendidikan, kesejahteraan | 30-49 kamar untuk bintang 3 |
| 4. Fasilitas olah raga dan fasilitas lainnya | 50-99 kamar untuk bintang 4 |
| 5. Jumlah kamar yang tersedia: | di atas 99 kamar untuk bintang 5 |

Data yang disajikan berupa :

1. Tingkat hunian kamar: Perbandingan antara kamar yang terpakai dengan jumlah kamar yang tersedia (prosentase).
2. Tingkat penghunian tempat tidur: Persentase dari tempat tidur yang terpakai (terjual) terhadap jumlah tempat tidur yang tersedia.
3. Tingkat penghunian ganda atas kamar (GPR) : Merupakan indikator yang menunjukkan rata-rata jumlah tamu pada setiap kamar.
4. Rata-rata lama menginap tamu : Perbandingan jumlah tamu yang menginap (malam tamu) dengan jumlah kamar yang dihuni (malam kamar).
5. Jumlah tamu yang datang : Banyaknya tempat tidur yang terpakai dibagi dengan banyaknya tamu yang datang..

Pada tahun 1970-an sampai dengan tahun 2001, penggolongan kelas hotel bintang 1 sampai dengan bintang 5 lebih mengarah ke aspek bangunannya seperti luas bangunan, jumlah kamar dan fasilitas penunjang hotel dengan bobot penilaian yang tinggi.

Tetapi sejak tahun 2002 berdasarkan Keputusan Menteri Kebudayaan dan Pariwisata No. KM 3/HK 001/MKP 02 tentang penggolongan kelas hotel, bobot penilaian aspek mutu

pelayanan lebih tinggi dibandingkan dengan aspek fasilitas bangunannya. Walaupun demikian seorang perencana dan perancang bangunan yang ingin membuat sebuah hotel dapat mengacu pada ketentuan dan kriteria klasifikasi hotel yang dikeluarkan oleh Direktorat Jenderal Pariwisata tahun 1995. Akan tetapi untuk jumlah kamar tidak diharuskan sesuai dengan golongan kelas hotel asalkan seimbang dengan fasilitas penunjang serta seimbang antara pendapatan dan pengeluaran dari hotel tersebut.

Hal ini berdasarkan Keputusan Menteri Kebudayaan dan Pariwisata Nomor. KM 3/HK 001/MKP/02.

Hotel transifter/hotel transit/hotel transmitter (yang dapat disinggahi untuk sementara waktu saja) merupakan turunan dari penginapan tua yang dioperasikan utamanya untuk memberikan akomodasi bagi para pejalan atau traveler. Ciri yang membedakannya adalah bahwa ia menjual kamar-kamarnya termasuk makanan tanpa didahului dengan persetujuan dengan tamu, akibatnya tarif hotel ditentukan atas dasar utang belanja harian.

Hotel Residential/hotel residen (kediaman tetap) yaitu rumah apartemen dengan jasa hotel dan karena alasan inilah maka hotel residen sering disebut sebagai hotel apartemen. Jumlah hunian yang dijual ditentukan atas dasar lamanya penghuni, biasanya bulanan atau tahunan. Hampir setiap hotel residen mengoperasikan restoran dengan telepon, binatu dan jasa layanan khusus lainnya.

Hotel semiresidential/hotel semiresiden (kediaman setengah tetap) menawarkan kamar hunian dengan tarif mingguan atau bulanan dan juga dengan tarif harian dengan potongan harga bila ingin tinggal lebih lama. Hasilnya tipe hotel ini jauh lebih menarik bagi penyewa yang kurang permanen yang tidak ingin terikat dengan perjanjian sewa sebagaimana layaknya pengunjung sementara yang ingin mendapatkan peluang potongan harga karena diam di hotel lebih lama.

Hotel Resort adalah suatu perubahan tempat tinggal untuk sementara bagi seseorang di luar tempat tinggalnya dengan tujuan antara lain untuk mendapatkan kesegaran jiwa dan raga serta hasrat ingin mengetahui sesuatu. Dapat juga dikaitkan dengan kepentingan yang berhubungan dengan kegiatan olah raga, kesehatan, konvensi, keagamaan serta keperluan usaha lainnya.

Akomodasi ialah suatu usaha yang menggunakan suatu bangunan atau sebagian daripadanya yang khusus disediakan, dimana setiap orang dapat menginap dan memperoleh pelayanan serta fasilitas lainnya dengan pembayaran. Akomodasi dibedakan antara hotel dan akomodasi lainnya. Dinamakan hotel apabila mempunyai restoran yang berada di bawah manajemen hotel tersebut, sedang akomodasi lainnya adalah apabila hotel tersebut tidak mempunyai restoran.

Jenis-jenis kamar pada dasarnya dapat dibedakan atas :

Menurut jenis dan jumlah kamar tidur

1. Single Room : Kamar yang dilengkapi dengan satu buah tempat tidur berukuran single (untuk satu orang).
2. Twin Room : Kamar yang dilengkapi dengan dua buah tempat tidur berukuran single.
3. Double Room : Kamar yang dilengkapi dengan dua buah tempat tidur berukuran single
4. Double-double Room : Kamar yang dilengkapi dengan dua buah tempat tidur berukuran double.

b. Menurut Letak

1. Adjoining Room : Dua kamar atau lebih yang letaknya berdampingan tanpa pintu penghubung dari kamar satu ke kamar lain.
2. Connecting Room : *Adjoining rooms with direct door access, interconnecting room* (Dua kamar atau lebih yang letaknya berdampingan tanpa penghubung dan mempunyai pintu penghubung dari kamar satu ke kamar lainnya).
3. Adjacent Room : *Rooms next to each other, but no connected through private door.*
4. Cabana : Kamar yang letaknya menghadap ke air (laut, danau, dll).
5. Duplex : Dua kamar yang letaknya bertingkat, dihubungkan dengan anak tangga.

c. Menurut fasilitas yang tersedia

Contoh jenis kamar menurut fasilitas misalnya :

1. Standard room
2. Superior
3. Moderate
4. Suite Room
5. Executive Suite Room
6. Penthouse dll

DEPARTEMEN *FRONT OFFICE*

Dunia perhotelan menggunakan bahasa Inggris yang di dalamnya tersirat unsur keramah tamahan (*hospitality*). Bahasa yang digunakan merupakan bahasa Inggris yang syarat akan unsur kesopanan (*politeness*). Dalam ilmu pengelolaan hotel, beberapa bagian operasionalnya yaitu bagian kantor depan (*front office*), bagian tata graha (*housekeeping*), bagian pelayanan makanan dan minuman (*F&B Service*), bagian tata boga (*F&B Product*), bagian keuangan (*accounting/finance*), bagian penjualan (*sales & marketing*) dan bagian keamanan (*safety and risk*).

Front Office adalah bagian depan hotel sebagai *first impression* pelayanan terhadap tamu yang terdiri dari *concierge desk* yang terdiri dari *driver* (menjemput dan mengantarkan tamu hotel dari dan ke bandara), *doorman/doorgirl* (menyambut tamu dengan standargreeting hotel), *bellman/porter* (membawakan barang tamu; *luggage up and luggage down*); *Front Desk Agent* (FDA) yaitu *receptionist* (*handle check in dan check out*) dan *GRO* (*guest relation officer*) *menghandle* tamu-tamu VIP. *One stop Service Agent/Operator* (*handle telephonemasuk dan keluar*), *Business Center Agent* yang mengurus kebutuhan tamu untuk *printing, fax*, pengiriman paket tamu dan ruang *meeting* di *business center* untuk *small group*. *Lounge Attendant* (Pelayanan *check in dan check out* khusus tamu VIP dan pelayanan

makanan di waktu *breakfast, afternoon tea* dan *evening cocktail*. Syarat untuk menjadi karyawan di bagian ini adalah menguasai bahasa Inggris aktif (*conversation*) dan *hospitality* serta penguasaan akan terminologi atau istilah-istilah di hotel karena *FO agent* sebagai *layout/gambaran/ciri* khas hotel tersebut kuncinya ada di karyawan depan untuk menyampaikan informasi kepada tamu dan penguasaan produk hotel. *Front Office* adalah sebuah istilah yang luas meliputi tugas-tugas dan fungsi-fungsi yang terlibat dalam pendaftaran para tamu, pembukuan tagihan para tamu, pemeriksaan para tamu yang *check-out*, pengontrolan status, serta ketersediaan kamar. Istilah ini juga digunakan untuk istilah *front desk*.

1.4 Crowne Plaza Hotel Semarang

Crowne Plaza Hotel Semarang adalah *chain* hotel IHG (Intercontinental Hotel Group) yang ada di seluruh dunia. Hotel bintang 5 di Semarang merupakan hotel dengan pelayanan yang berstandar internasional dan hampir banyak tamu asing di Semarang menginap di hotel ini karena telah menjadi member di IHG. Hotel yang lokasinya di lingkungan strategis Kota Semarang Jalan Pemuda no.118 (yang dulunya gedung GRIS tempat kegiatan budaya) yang *soft opening* di akhir bulan februari 2012. Nomor telephone/fax hotel adalah (024)86579111/(024)86579100. Fasilitas yang ada di hotel adalah One Eighteen Bar (11am-11pm), Griss Resto (6am-10pm), Executive Lounge (6am-11pm), Bussiness Center (10 am-7pm), 4 Meeting Room and Ballroom, Wedding Gallery, Spa & Massage (10am-11pm), Gym and Pool for in house guest only (open 24 hour). Jumlah Kamar yang ada di Cowne Plaza Hotel Semarang berjumlah 270 kamar sebagai berikut:

Superior king smooking (KNGS)	= 31 rooms
Superior twin smooking(TTWS)	= 27 rooms
Superior king non smookin(KNGN)	= 20 rooms
Superior twin no smooking(TTWN)	= 22 rooms
Total superior room	= 100 rooms
Deluxe king smooking(KFTS)	= 23 rooms
Deluxe twin smooking(TDBS)	= 15 rooms
Deluxe King non smooking(KFTN)	= 56 room
Deluxe Twin non smooking(TDBN)	=23 rooms
Total deluxe room	= 117 rooms
Club room king (KEXN)	= 12 rooms
Club room twin(TEXN)	= 8 rooms
Total club room	= 20 rooms
Junior suite smooking (XSTS)	= 1 rooms
Junior suite nn smooking(XSTN)	= 5 rooms
Total Junior suite room	= 6 rooms
Excecutive suite smooking(XOTS)	=11 rooms
Excecutive suite non smooking(XOTN)	= 9 rooms
Total Excecutive suite room	= 20 rooms
2 bedroom Crowne suite(XEXS)	= 2 rooms
3 bedroom Crowne suite(XLOS)	= 1 rooms
3 bedroom non smooking (XLON)	= 1 rooms
Total Crowne suite room	= 4 rooms
King bed wheelchair accessible (OWCN)	= 2 rooms
1 king bed room presidential room (XFTN)	= 1 room

Description of FO Agent yang tugasnya menggunakan terminologi hotel

Tugas CCA (Call Center Agent) atau Operator adalah sebagai berikut :

1. Phone must be picked up max. 3 rings
2. Greeting and spell colleague name clearly
 - 2.1 External Call: Good Morning/Afternoon/Evening....
 1. Thank you for calling Crowne Plaza Hotel Semarang.....(colleague name) speaking how May I help/assist you...
 - 2.2 Internal Call: Good Morning/Afternoon/Evening....Thank you for Calling One Stop Service...

(colleague name) speaking how

May I help/assist you...
3. Listen carefully on all guest requests and queries
4. Repeat all requests and reconfirm
5. Repeat Guest's Room Number and Name
6. Give Time Estimation
 - 3 30 Minutes for Room Service (order food and beverage from room deliver to room)

- 4 15 Minutes for HK Amenities (such as Vanity kit (nail cutter, cotton bud, cotton), Sewing Kit (needle, sewing threads), Razor, Sanitary Napkin, Bath gel/liquid soap, soap bar, shampoo, Dental Kit (tooth Paste and tooth brush), comb, bathrob, etc.
- 5 Time maintenance by engineer based on source damage.
6. Offer assistance
- 6 May I offer any further assistance..? or
- 7 Should you need any further assistance, please dial "0"
7. Monitor with related department and ensure all guests requests are done.
8. Notify and reconfirm to the guest whether their requests have already been delivered or met within 10 minutes upon completion to ensure their satisfaction
9. In case guest needs to be waiting
- 9.1 Please kindly hold the line and after that...Mam/Sir thank you for your patient and I'm sorry for keeping you waiting.....or
- 9.2 Deeply apologized Sir/Mam, due to (reason), please kindly expect (estimate time delay) for your request, but we'll do our utmost to have it delivered to you soonest. Thank you for your kind understanding.

CCA Handling Reservation Point

- 10 External Call: Good Morning/Afternoon/Evening.... Thank you for calling Crowne Plaza Hotel Semarang.....(colleague name) speaking how may I help/assist you...
- 11 Do you already possess a member of IHG?
- 12 Have you already stayed at Crowne Plaza Hotel Semarang before?
- 13 Thank you for choosing Crowne Plaza Hotel Semarang
- 14 Ask Name, Mobile Phone, or email
- 15 Ask Room type needed, period of stay, and preference
- 16 Suggest to make a reservation on IHG website for next reservation
- 17 May I offer any further assistance..?
- 18 Thank you for calling Crowne Plaza Hotel Semarang

Telephone Reservations Sample

R: Good morning/afternoon/evening, Crowne Plaza Hotel Semarang, Cindy speaking, how may I help you?

G: I'm calling from New York. I'd like to **book a room** in your hotel.

R: What kind of room would you like, sir? We have **queen bed rooms, twin bed rooms, suites**

G: A queen bed, please.

R: Can you give me your last name please, sir?

G: Bellow . B-E-L-L-O-W

R: Thank you, Mr. Bellow. And your **arrival and departure dates**?

G: From May 26th to May 29th.

R: Thank you, Mr. Bellow. A queen bed room from May 26th to May 29th. Do you want smoking room or non smoking room, Mr. Bellow?

G: Non smoking please.

R: A non smoking queen bed room. What time will you be arriving, Mr. Bellow?

G: Around 5:00 p.m..

R: All right. You'll be expected to be here then. By the way, Our hotel offer a free **breakfast** each room. I hope you'll enjoy it.

G: Thank you very much. Good-bye.

R: Good-bye.

Group Reservation Sample

R: Reservations. How may I help you?

G: Yes, I'd like to book 10 **double rooms** with **twin beds**for 5 days.

R:10 rooms ? **A group** ?

G: Yes.

R: Can I transfer your call to **Sales department**? Maybe they will give you a **special rate** for a group.

G: Oh! Thank you.

R: One moment, please.

Laundry service

A: **One stop service agent**. Good morning, Mr. Smith. How may I help you?

G: Could you send someone to **pick up my laundry**?

A: Oh, Mr. Smith, may I introduce our laundry corner on the 3rd floor to you? It's for self-service. There are 2 laundry machines, 2 dryers and 1 set of iron board in the laundry corner.

If you need some coins you can come to Front Desk for exchange.

G; Oh, that's great. Does the laundry corner provide **dry-cleaning service**?

A: No, Mr. Smith. If you need **dry-clean service** you may leave your laundry bag with **laundry request** form to the reception desk before 10am, and you can get them back from the reception desk also about 6pm every day. Or you can leave it in the room for **Housekeeping** to pick up upon **making room**. You can find the **laundry request form** in

the closet. If you still need us to help you with the laundry, please drop it at the Front Desk or leave it in the room like dry cleaning.

G: All right, thank you for the information.

A: You're welcome! Enjoy your stay with us Mr. Smith. Have a nice day!

Dari hasil analisis percakapan di bagian operator dengan SOP yang ada di hotel Crowne plaza Semarang, ternyata ditemukan bahwa kesantunan bahasa yang digunakan sebagian besar menerapkan terminologi hotel. Hal ini menunjukkan bahwa dalam aktivitas operasional penerimaan telepon dengan tamu hotel, petugas operator Crowne Plaza hotel selalu menggunakan terminologi hotel. Dalam analisis tersebut, penulis memaparkan penggunaan terminologi hotel pada kata-kata yang dicetak tebal dalam kutipan percakapan di atas.

Check-in Situational Dialogue Sample

A: Good morning/afternoon/evening, Sir/Madam. Welcome to Crowne Plaza Semarang Hotel. How may I help you?

G: I want to **check in**.

A: Do you have a **reservation**, Sir/Madam?

G: Yes.

A: May I have your name please?

G: My name is XXX.

A: Mr./Ms XXX, may I have your passport please?

One moment, please. Let me check your reservation. Mr./Ms XXX, I've got your reservation. You have **booked one non-smoking king bed room for one night, room rate is IDR..., including one breakfast**. Is that right?

G: Correct.

A: Thanks for the passport. Mr./Ms XXX, may I know how did you know Crowne Plaza Semarang? Did you **stay with us** before? What kind of transportation did you use this time?

G: Oh, I heard from my friends. I didn't stay at a Crowne Plaza Semarang before and I came per plane.

A: Thanks for the answers. Mr./ Ms XXX, may I know how would you like to **settle your bill**? With **credit card** or in **cash**?

G: Credit card.

A: Could you please pass me your credit card.

G: Here you are.

A: Thank you.

A: Mr./ Ms XXX, could you please confirm your **room rate, departure date**? Please sign here if everything is correct.

G: Sure.

A: Thanks.

A: Mr. Ms XXX, are you our **PCR member**?

G: Yes, I am.

A: May I have your member card, please?

G: OK.

A: Mr./Ms XXX, this is your room **key**. Your room is on 22nd floor. Great Room is on ground floor and you can have your **breakfast** in there from 6:30 till 10:30am. You may use **the luggage trolley** over there and the elevator is in that direction. Have a pleasant stay with us!

Or

A: Mr. Ms XXX, are you our PCR member?

G: No, I'm not.

A: Well, Mr./Ms XXX, I can help you fill out **the registration form** if you could give me your name card. It's free and as a PCR member you can accumulate points when staying in all brands of InterContinental hotels.

G: Great.

A: Mr./Ms XXX, this is your room ke. Your room is on 22nd floor. Great Room is on ground floor and you can have your breakfast in there from 6:30 till 10:30am. You can use the luggage trolley over there and the elevator is in that direction. Have a pleasant stay with us!

Dari hasil analisis percakapan di bagian receptionist dengan SOP yang ada di hotel Crowne plaza Semarang, ternyata ditemukan bahwa kesantunan bahasa yang digunakan sebagian besar menerapkan terminologi hotel. Hal ini menunjukkan bahwa dalam aktivitas check in dengan tamu hotel, petugas receptionist Crowne Plaza hotel selalu menggunakan terminologi hotel. Dalam analisis tersebut, penulis memaparkan penggunaan terminologi hotel pada kata-kata yang dicetak tebal dalam kutipan percakapan di atas.

Check Out conversation

A: Good morning, afternoon, evening, Sir, Madam, how may I help you?

G: Room 2306. I'd like to **check out**.

A: May I have your room key card please, Sir?

G: Sure.

A: Mr. XXX, here is your **bill** information, please have a look and sign here if everything is correct.

G: Yes, thank you.

A: How was your **stay** this time? Any problem occurred?

G: It was fine.

A: Mr. XXX, do you still wish to **settle bill by cash/credit card**?

G: Yes.

A: May I have your credit card again, please?

G: Yes of course.

A: Thank you. May I have your signature right here, please?

A: Thank you for the credit card.

A: Here is your credit card voucher copy and bill. Thank you for staying with us and hope to see you again soon

Dari hasil analisis percakapan di bagian receptionist dengan SOP yang ada di hotel Crowne plaza Semarang, ternyata ditemukan bahwa kesantunan bahasa yang digunakan sebagian besar menerapkan terminologi hotel. Hal ini menunjukkan bahwa dalam aktivitas *check-out* dengan tamu hotel, petugas operator Crowne Plaza hotel selalu menggunakan terminologi hotel. Dalam analisis tersebut, penulis memaparkan penggunaan terminologi hotel pada kata-kata yang dicetak tebal dalam kutipan percakapan di atas.

Concierge Desk (Luggage store)

Scenario: A guest asks Guest Service Officer for **luggage store service**.

A: Good morning Sir. How may I help you?

G: My room is 2201, would you mind keeping my luggage for 30mins? I will leave the hotel after breakfast.

A: Sure. May I have a look of your **room key** please? (Can also check on the **PMS** and verify with guest about the name.) Mr. Smith, how many pieces of the luggage do you have?

G: 4 pieces.

A: Is there any valuables in your luggage?

G: No.

A: (filling **the luggage tag, guest's name, guest's room number and luggage pieces**, after 30mins guest will come back)

A: Mr. Smith, would you mind sign your name on this **luggage tag**?

G: Of course.

A: This is your luggage tag, Mr. Smith. Please keep it until you come back to take your luggage.

G: Thank you.

A: You are welcome.

Luggage Deliver

Scene: A guest asks Guest Service Officer to send his luggage up to his room after check in.

G: Please sent my luggage to my room.

A: I'm sorry Smith. It's my fault not telling you where the **luggage trolley** is during check in. (or: It is my fault not explaining very clearly during check in.)

Guest Service Officer provides focused services which do not include **bell service**. We encourages our guest to carry their own luggage to the room and for heavy luggage we have prepared some luggage trolleys over there. It's free.

G: I really understand you. But I have 4 pieces luggage. That's too many for me.

A: Oh, let me help you to put them on the trolley.

G: Thank you very much.

A: You are welcome. Enjoy your stay with us!

Dari hasil analisis percakapan di bagian operator dengan SOP yang ada di hotel Crowne plaza Semarang, ternyata ditemukan bahwa kesantunan bahasa yang digunakan sebagian besar menerapkan terminologi hotel. Hal ini menunjukkan bahwa dalam aktivitas operasional penerimaan telepon dengan tamu hotel, petugas operator Crowne Plaza hotel selalu menggunakan terminologi hotel. Dalam analisis tersebut, penulis memaparkan penggunaan terminologi hotel pada kata-kata yang dicetak tebal dalam kutipan percakapan di atas.

Hotel Terminology

Terminologi (bahasa latin : terminus) atau peristilahan adalah ilmu tentang istilah dan penggunaannya. Istilah (dalam bahasa arab) adalah gabungan kata yang digunakan dalam konteks tertentu. Kajian terminologi antara lain mencakup pembentukannya serta kaitan istilah dengan suatu budaya. Ahli dalam terminology disebut dengan juru istilah "*terminologist*" dan kadang merupakan bagian dari bidang penerjemahan.

Jenis-jenis istilah ada 2 macam istilah, yaitu :

1. Istilah khusus : kata yang pemakaiannya dan maknanya terbatas pada suatu bidang tertentu, misalnya pencakar langit (bangunan) , agregat (ekonomi).
2. Istilah umum : kata yang menjadi unsur bahasa umum, misalnya ambil alih , daya guna , kecerdasan , dan tepat guna merupakan istilah umum.

Istilah dalam bahasa Indonesia bersumber pada kosa kata umum bahasa Indonesia, kosa kata bahasa serumpun dan kosa kata bahasa asing. Proses pembentukan istilah dimulai dengan pemadanan atau penerjemahan, misalnya "camera" menjadi kamera, dan gabungan penerjemahan dan penyerapan, misalnya *subdivision* menjadi subbagian.

Bidang ilmu istilah/terminologi terdiri dari cabang berikut :

1. Menganalisis konsep dan susunan (struktur) konsep yang digunakan pada suatu bidang
2. Mencari pengertian istilah yang dibuat untuk konsep tersebut
3. Pada kasus terminologi dua bahasa atau lebih, menetapkan kesamaan antara istilah dalam bermacam-macam bahasa
4. Mengelola seluruh basis data istilah
5. Membuat kosakata baru jika diperlukan

(abj, Widjono : Bahasa Indonesia, Jakarta : PT Grasindo, 2007, hal. 113. cet. 2)

Dibawah ini adalah istilah-istilah khusus di hotel yang sering digunakan pada karyawan front office department dalam operasional hotel. Penulis menyusun berdasarkan Alfabet seperti halnya kamus untuk memudahkan pembaca mencari arti/makna/penjelasan dari suatu istilah berdasarkan pencarian dari satu kata awal.

Front Office Terminology (based on alphabet)

Account Settlement : Payment of any outstanding balance in a guestbook or ledger account.

Adjoining Rooms : Two or more rooms side by side without a connecting door between them. property management systems, and call accounting systems.

All-Suite Hotel : A hotel that features suites. A suite is an accommodation larger than the typical hotel room, with a living space separate from the bedroom. A suite can also have a kitchenette or whirlpool.

Allowance: A reduction in the bill in the book as an adjustment to an unsatisfactory service for having given the wrong room or placement error.

Amenities: Hotel amenities for guests to improve physical and physical comfort. For example, bathroom amenities include shampoos, bathrobes, towels.

American Plan (AP): Hotel facilities with three meals included in the room price (breakfast according to country custom.) The food is usually "table d'hote", a menu where the laim menu can not be made without additional cost.

Arrival Date : The actual date a guest will check into the hotel.

Arrival Time : The actual hour a guest plans to arrive at hotel for registration.

Average Occupancy: A ratio that shows rooms sold over a fixed period of time as a percentage of total available rooms in a property over the same period of time.

Average Occupancy Per Room: A ratio that shows the average number of paid guests for each room sold. Calculated by dividing number of paid room guests by number of rooms sold. Measures management's ability to use the lodging facilities.

Available Rooms : The number of guest rooms the hotel has for sale: either the total in the hotel or the number unoccupied on a given day.

Average Room Rate: Statistics taken by dividing the income of each room by the number of rooms sold. also called the daily average property. (ADR)

Baby Cot : Bed for small child/baby

Back Office : Section in the hotel or area responsible for coordinating all supportive services, regulatory activities, and financial tasks.

Back-of-the-house: Mengacu pada bagian atau bidang di dalam hotel dimana hanya ada sedikit atau tidak ada kontak sama sekali dengan tamu. Contohnya : dapur , peralatan mesin ,dll.

Back To Back : Heavy check out and check in on the same day.

Back Of The House :The functional areas of a hotel or restaurant in which employees have little or no direct guest contact, such as kitchen areas,engineering and maintenance, and the accounting department.

Bay:The principal compartment, generally of a suite, that is the space equivalent of a standard guestroom. A suite may have a single-bay or multiple-bay living room

Bed & Breakfast (B&B):A small inn or lodge that provides a room and a breakfast. Often a B&B is in a residential home setting and/or a historic building converted to a quaint lodging facility.

Billed-To-Room Call :An operator-assisted call that allows guests to have an operator place their calls and then advise the hotel of the charges.**BILLING CLERK:**The person responsible for charging to hotel guests all vouchers representing food, beverages, room service, and merchandise purchases.

Block :An agreement-upon number of rooms set aside for member of a group planning to stay at a hotel.

Book : Reserve and Pre sale before.

Cabana:A guest room adjacent to the pool area, with or without sleeping facilities

Card Key:A plastic card, resembling a credit card, used in place of a metal key to open a guest room door. Card keys require electronic locks.

Casino Hotel :A hotel that features legal gambling, with the hotel operation subordinate to the gambling operation.

Cash Bank :The amount of money given to a cashier during shift. Cash bank can also be called cash float.

Cash Paid Out :Cash disbursed for guests, either advances or loans, and charged to their accounts like other departmental services.

Cashier's Report: Formulir keuangan yang diisi oleh bagian kasir jika telah mendekati waktu pergantian shift.

Call Accounting System :A system that is part of the telephone equipment that prices telephone calls made by hotel guests and sends the information to the property management system (PMS) for billing.

Calling Card:A credit card for making telephone calls; issued by either the local phone company or a long-distance company.

Calling Card Call:A call typically billed to a code number on a calling card issued by either the local phone company or a long-distance company, usually with a per-call surcharge.

Cancellation :A reservation voided by a guest.

Cancellation Hour :A specific time after which a property may release for sale all unclaimed non-guaranteed reservations, according to property policy.

Cancellation Number :A number issued to a guest who properly cancels a reservation, proving that a cancellation was received and acted upon.

Center City Hotel :Full-service hotel located in a downtown area.

Central ReservationOffice :Part of an affiliate reservation network. A central reservation office typically deals directly with the public, advertises a central (usually toll-free) telephone number, provides participating properties with necessary communications equipment, and bills properties for handling their reservations.

Chain Operating Company: A firm that operates several properties, such as Holiday Inn Worldwide or Hilton Hotels Corporation. Such an operator provides both a trademark and a reservation system as an integral part of the management of its managed properties.

Check In(C/I): All the procedures involved in receiving the guests and completing the registration sequence.

Check Out(C/O): All the procedures involved in the departure of the guest and the settlement of the account.

Check-out Time : Time that show guest may check out before get additional charge for extense the room.

City Ledger : The account to which direct billing posted.

Confirmation (CFM) : *A notification sent by hotel to a guest specifying in details of service.*

Confirmed Reservation: Persetujuan , baik secara lisan maupun tertulis, oleh pihak hotel untuk menerima permintaan tentang akomodasi. Namun, untuk mengikatnya, persetujuan harus menyatakan secara pasti keinginan dari para pihak dan menuliskan materi poin persetujuan, termasuk tanggal tertentu, harga, sifat akomodasi, dan jumlah orang yang akan menginap.

Connecting Rooms : Rooms that are next to each other and have door in between so that guests can go from one to the other without using the corridor.

Convention: Biasanya terdiri dari pertemuan dan rapat komite umum terutama dengan tujuan untuk penyediaan informasi. Ini biasanya diterima sebagai bentuk tradisional dari rapat tahunan.

Compliment : Free room charge.

Commercial Rate: Harga yang disetujui oleh hotel dan perusahaan untuk semua pemesanan kamar. Juga mengacu pada "corporate rate".

Cross-Training : Teaching employees to fill the requirements of more than one position.

Commercial Agency : A travel agency that specializes in commercial business and usually has little or no walk-in clientele

Commercial Hotel : A property, usually located in a downtown or business district, that caters primarily to business clients. Also called a transient hotel.

Commercial Travel : Travel for business purposes, not for pleasure.

Complimentary Occupancy Percentage : A ratio that shows the percentage of occupied rooms that are complimentary and generate no revenue; calculated by dividing complimentary rooms for a period by total available rooms for the same period. Sometimes referred to simply as complimentary occupancy.

Complimentary Room : A complimentary or "comp" room is an occupied room for which the guest is not charged. A hotel may offer comp rooms to a group in ratio to the total number of rooms the group occupies. One comp room may be offered for each fifty rooms occupied, for example.

Concierge: An employee whose basic task is to serve as the guest's liaison with hotel and non-hotel attractions, facilities, services, and activities.

Condomium Hotel: A hotel in which an investor takes title to a specific hotel room, which remains in the pool to be rented to transient guests when ever the investor is not using the room. The investor expects to receive a gain from the increase in value of the hotel over time, as well as receive ongoing income from the rental of his or her room.

Conference Center : A specialized hotel, usually accessible to major market areas but in less busy locations, that almost exclusively books conferences, executive meetings, and training seminars. A conference center may provide extensive leisure facilities.

Confirmed Reservation : An oral or written statement by the supplier (a carrier, hotel, car rental company, etc.) that he or she has received and will honor a reservation. Oral confirmations have virtually no legal worth. Even written or telegraphed confirmations have

specified or implied limitations. For example, a hotel is not obligated to honor a confirmed reservation if the guest arrives after 6 p.m., unless late arrival is specified. Confirmed reservations may be either guaranteed or non-guaranteed.

Connecting Rooms: Two or more guest rooms with private connecting door permitting guests access between rooms without their having to go into the corridor.

Continental Breakfast : A small morning meal that usually includes a beverage, rolls, butter, and jam or marmalade.

Continental Plan : A room rate that includes continental breakfast.

Corporate Hotel Chain : Hotel organization that has its own brand or brands, which may be managed by the corporate chain or by a conglomerate.

Croupier: A casino employee who collects and pays bets and conducts game sat gaming tables. Also called a dealer.

Cruise Ships: Passenger ships designed for vacationers. Today's cruise ships feature a variety of activities and entertainment and can be thought of as floating resort hotels.

Cruise-Only Agency : A travel agency that sells only cruises.

Cut-off date: Tanggal yang disetujui antara suatu kelompok dengan pihak hotel dimana semua ruangan yang belum dipesan di blok kelompok tersebut akan dilepas.

Cut-off time: Jam setelah di mana hotel dapat melepaskan semua penjualan yang tidak diklaim, atau pemesanan yang tidak dapat dijamin, jika diijinkan oleh kebijakan hotel. Maka, istilah ini juga mengacu pada jam di mana seorang tamu dengan pemesanan yang tidak dijamin harus mendaftar untuk sebuah ruangan atau beresiko kehilangan pesanan.

Day Rate : A special room rate for less than an overnight stay

Day Use : Ruangan yang digunakan hanya untuk sebagian hari.

Departure date: Tanggal yang tepat di mana tamu akan check-out dari hotel.

Deposit : A sum of money paid in advance for rooms and then subtracted from the account upon check-out.

Discount : A reduction in price offered to wholesalers, (e.g. travel agents, airlines and big companies).

Day Use : A room used for only a portion of a day.

DND : Do Not Disturb. Sign in front of the door room that guest want private time.

DNA : Did not arrive.

Due Out : Persons expected to check out, have not yet vacated the room or paid their bill.

Due Bill: Mengacu pada persetujuan dimana akomodasi hotel diganti dengan ruang periklanan atau waktu broadcast ; kadang-kadang disebut kontrak perdagangan periklanan.

Domestic Tourism : Travel within the traveler's country of residence

Doorknob Menu : A type of room service menu that a housekeeper can leave in the guest room. A doorknob menu lists a limited number of breakfast items and times of the day that the meal can be served. Guests select what they want to eat and the times they want the food delivered, and then hang the menu outside the door on the doorknob. The menus are collected and the orders are prepared and sent to the rooms at the indicated times.

Double : A guest room assigned to two people. In beverage operations, a drink prepared with twice the standard measure of alcohol in one glass.

Double Occupancy Percentage: See Multiple Occupancy Percentage.

Double Occupancy Rate : A rate used for tour groups that bases the per-person charge on two to a room.

Double-Loaded Slab: A guest room floor configuration in which rooms are laid out on both sides of a central corridor.

Double-Locked Room :An occupied room for which the guest has refused housekeeping service by locking the room from the inside with a dead bolt.Double-locked rooms cannot be accessed by a room attendant using a standard passkey

Double Bed: Average bed size is 54 inch to 75 Inch.

Double Locked : The door is locked by guest manually from inside room.

EA : Expected Arrival, guest already booking a room and will check in process each day.

ED: Expected Departure ,a room that guest will check out each day.

Early Arrival :A guest who arrives at the property before the date of his or her reservation.

Early Departure :A guest who checks out earlier than the original scheduled departure date or time.

Early Makeup :A room status term indicating that the guest has reserved a nearly check-in time or has requested his or her room to be cleaned as soon as possible.

Eco Tourism:Low-impact tourism that avoids harming the natural or normal environment. In this relatively new approach to promoting enjoyment, as well as protection, of the environment, tourists seek out environmentally-sensitive travel and/or tours or vacations which, in some way, improve or add to their knowledge of an environment

Escort :A person, usually employed by a tour operator, who accompanies a tour from departure to return and serves as guide, trouble-shooter, etc.

Escorted Tour :A group of travelers traveling with a guide who has travel experience and has set up an itinerary for the group.

ETA :Estimated Time of Arrival.

European Plan:A room rate that does not include any meals.

Executive Floor :A floor of a hotel that offers exceptional service to business and other travelers. Also called a business floor or the tower concept.

Expected Arrival/Departure Report:A daily report showing the number and names of guests expected to arrive with reservations, as well as the number and names of guests expected to depart.

Expected Arrivals List :A daily report showing the number of guests and the names of guests expected to arrive with reservations.

Expected Departures List:A daily report showing the number of guests expected to depart, the number of stay-overs (the difference between arrivals and departures), and the names of guests associated with each transaction.

Extra Bed :Bed that is portable.

Express Check Out :A pre-departure activity that involves the production and early morning distribution of guest folios for guests expected to check out that morning.

Familiarization (FAM) Tour :A reduced-rate, often complimentary, trip or tour offered to travel agents, wholesalers, incentive travel planners, travel writers, broadcasters, or photographers to promote a hotel or a destination.

Family Life Cycle :A series of stages used to distinguish between types of travelers; variables used to determine family life cycle stages are age, marital status, and presence and ages of children.

Family Rate :A special room rate for parents and children occupying one guestroom

Fly Cruising :A travel trend in which tourists fly to a destination to begin a cruise, generally as part of a travel package

Folio :The guest's bill that all hotel and incidental charges are posted to.

Foreign Independent Tour (FIT):A tour created for individuals or families who walk into a travel agency and tell an agent what country or are at they would like to visit and what they would like to see

Front Desk :The focal point of activity within the hotel, usually prominently located in the hotel lobby. Guests are registered, assigned rooms, and checked out at the front desk.

Front Desk Agent :A hotel employee whose responsibilities center on the registration process, but also typically include preregistration activities, room status coordination, and mail, message, and information requests.

Front Of The House :The functional areas of a hotel or restaurant in which employees have extensive guest contact, such as the front desk (in hotels) and the dining room(s).

Front Office :A hotel's command post for processing reservations, registering guests, settling guest accounts, and checking guests in and out

Full-Service Agency :A travel agency that handles all types of travel for consumers.

Full-Service Hotel :A hotel with a full range of services service and amenities which may include some or all; on site restaurant and lounge, meeting facility, pool, fitness center, business center, etc.

Full House :The hotel is fully booked, no rooms left for sale.

Folio :See GUEST BILL: a folio is also called an account.

Forecast :(noun) sebuah perkiraan tentang banyaknya bisnis di masa yang akan datang.(verb) Memperkirakan status kamar apakah sudah ditempati atau belum, untuk satu tanggal tertentu atau tanggal-tanggal di masa yang akan datang.

Global Distribution System (GDS): A network of internet reservation systems that provide a central place where travelers and travel agents can check availability and reserve travel related products like hotels, airline, car rentals, cruises, rail. Formed and managed by the airline industry and includes system like Sabre, Apollo, Amadeus, and Pegasus.

Grand Tour, The:An extended trip across the European continent that served as part of the education of young British aristocrats. A typical tour began in England and had the major cultural cities of Italy as its destination. In its early years, a tour could last as long as 40 months. By the end of the Grand Tour era, the age of the traveler had increased, and the length of the tour decreased; individuals traveled more for pleasure than for an extended educational tour. The Grand Tour era lasted from about 1500 to 1820.

Group Pick-Up :The guest rooms that are actually rented by a group that are help in a Group Reservation.

Group Reservations :A block of multiple guest rooms that are being held under an individual or business' name at a particular hotel for a specific date or range of dates. Generally used for conventions, conferences, meetings, receptions, weddings, etc.

Guest Coment Card :Short questionnaires that lodging properties and food service establishments ask their guests to fill out. Guest comments are used by the property to define current markets and to improve the operation.

Guest History Card :A record of the guest's visits including rooms as signed rates, special needs, and credit rating.

Guest History File :A file containing guest history cards. It is maintained for marketing purposes and is referred to for return visits.

Guest Information Services :Automated information devices in public hotel areas that enable guests to obtain information about in-house events and local activities.

Guest Profile :A list of the characteristics that a property's guests have in common. The guest profile helps management to identify which market segments the property appeals to and which segments the property wants to attract.

Guest Relations :The establishment of personal rapport and goodwill with guests through service and attention to individual guest needs. In a narrower sense, the promotion of in-house products and services, the entertainment of VIPs, and the handling of social functions-- especially in are sort hotel.

Guaranted Reservations :A reservation that is guaranteed by the guest to be paid even if the guest fails to arrive. Often this guarantee is made by a company or with a credit card.

Guest Relation Manager (GRM): Manager of the guest services department.

Guestroom Control Book : A book used to monitor the number of guestrooms committed to groups. It controls guest room booking activity by providing the sales office with the maximum number of guest rooms it can sell to groups on a given day. The remaining guest rooms (and any unsold guest rooms allotted to groups) are available for individual guests.

Guestroom Key : A key that opens a single guest room door if it is not double-locked.

Guestroom Maintenance : A form of preventive maintenance involving the inspection of a number of items in the guest room, minor lubrication of doors and other equipment, repair of obvious small problems and, when needed, the initiation of a work order for more substantial problems or needs.

GM : General Manager. Kepala eksekutif di hotel.

Guaranteed Booking: A definite room reservation for which the guest will be charged even if he/she does not arrive.

Guaranteed No-show : Ketika seorang tamu memesan dan memastikan pembayaran untuk akomodasi ,namun tidak datang atau membatalkan pesanan.

Guaranteed Reservation : Sebuah pemesanan yang dibuat oleh seorang tamu, pembayaran yang dijamin oleh sebuah kartu kredit , rekening bersama , atau pembayaran di awal. Sebagai timbal baliknya , ruangan akan diblokir selama semalaman atau sampai tamunya datang,mana yanga akan terjadi terlebih dahulu.Kecuali karena pemesanan dibatalkan sesuai dengan aturan ,tamu ditagih untuk ruangan dan pajak hanya pad tanggal kedatangan saja.

Guest name record(GNR): Catatan tamu atau kumpulan informasi tentang tamu.Catatan nama tamu ini dibuat ketika terjadi pemesanan atau ketika seseorang langsung datang dan mendaftar di hotel tersebut.

Government Rate: Tarif spesial yang tersedia pada beberapa hotel untuk pegawai pemerintah dan kantor pos.

Hospitality : The cordial and generous reception of guests. Derived from the Latin term hospes, "a guest."

Hospitality Industry : Lodging and food service businesses that provide short-term or transitional lodging and/or food.

Hospitality Suite : A room used for entertaining (e.g., a cocktail party); usually a function room or parlor.

Hotel : A large lodging facility, generally a hotel is full service and a multi-story building with interior entrance guest rooms.

Hotel Chain : A group of affiliated hotels.

Hotel Guest Cycle : The sequence of phases that begins with pre- sale events, continues through point-of-sale activities, and concludes with post-sale transactions. The phases identify the physical contacts and financial exchanges that occur between guests and various revenue centers within a lodging operation.

Hotel Management Cycle : A company that is hired to professionally manage a hotel(s) for other owners.

Hotel Representative: An individual who offers hotel reservations to wholesalers, travel agents, and the public. A hotel representative or "rep" maybe paid by the hotels he or she represents on a fee basis or by commission.Many hotel reps also offer marketing and other services.

House Limit : A guest credit limit predetermined by management officials.

Housekeeping Department: A department of the rooms division, responsible for cleaning the hotel's guest rooms and public areas

High Season : The most popular and busiest period of a year, (e.q. April, May, September, October and November. It is also called Peak Season).

Handicap Room :A room with special features designed for handicapped guests.(And also called disable room.)

Handyman:Other word for “Engineer”.

House Use :A room being used by hotel associate at no charge.

Hospitality Suite:Sebuah ruangan yang digunakan untuk menjamu tamu.Ruangan ini boasanya digunakan sebagai function toom atau parlor.

Housekeeper Report:Sebuah Formulir yang digunakan oleh Front Office dan bagian House keeping untuk mengomunikasikan satu dengan yang lain pada status yang masih berlaku untuk tamu di hotel tersebut.

House Person (Houseman): Pegawai rumah tangga yang melakukan pekerjaan rumah tangga yaang berat seperti tugas membersihkan , mengangkat , dan memindahkan barang-barang.

Independent Hotel:A hotel with no chain or franchise affiliation. It may be owned by an individual proprietor or a group of investors.

In-Room Guest Console :A multi-feature phone that may include such functions as two-way speaker phone capability; a jack for portable computer use; an alarm clock; radio; remote control of heating, ventilating, and air conditioning, television, and room lights; energy management; and a theft alarm..

INN:A smaller lodging facility, generally an inn is limited service and one to three stories.

International Tourism :Travel people make outside their country of residence.

ID:Sebuah singkatan untuk identifikasi (seperti dalam User ID(pengguna identitas)).

Information Guide : Sebuah katalog data tentang hotel dan jasa lokal,bisnis,atraksi,dll.Ini juga disebut sebuah data petunjuk.

Information Rack: Sebuah file yang mendata semua tamu yang terdaftar serta nomor ruangan ;yang sudah diatur sesuai dengan abjad dengan memakai nama tamu.

Information Slip: Bagian kedua dari dua bagian kecil di folio yang menunjukkan nama tamu,nomor kamar,tarif ruangan,dan tanggal check-out.

Inventory: Jenis dan Nomor kamar dari sebuah hotel tertentu yang telah terdaftar dalam penawaran dengan sebuah sistem pemesanan.Ketika sebuah gedung akan menambah atau mengurangi kamar atau menghentikan penawaran kamar,hotel ini harus memperhatikan pusat pemesanan.

Joiner : Seseorang yang bergabung dengan tamu lain pada sebuah kamar.

Junior Suite: Sebuah kamar dengan sebuah tempat tidur dan “sitting area”(tempat duduk).Terdapat juga sebuah ruangan kecil yang terpisah yang dihubungkan dengan ruang tamu.Ruangan ini juga disebut “a mini suite”(satu setruangan yang kecil).

Keyboard : Sebuah peralatan yang menempel pada layar CRT dengan kunci-kunci nomor alfa yang sangat diatur keyboard mesin ketik , namun biasanya meliputi kunci tambahan yang banyak dengan fungsi-fungsi yang unik pada sistem komputer.

King :Sebuah ruangan dengan sebuah tempat tidur berukuran king,ruangan ini bisa ditempati oleh satu atau dua orang.

King Bed :A bed approximately 2.0 meters * 2.0 meters may be occupied by one or more people.A bed approximately 78 inches by 80 inches

Lanai:A guest room with a balcony or patio, overlooking water or a garden.

Landmark:Distinguishing feature that stands out and provides a reference point for orientation. Landmarks also provide travelers with information about direction and distance.

Late Arrival:A guest holding a reservation who plans to arrive after the property's designated cancellation hour and so notifies the property.

Late Check-Out :A guest who is being allowed to check out later than the property's standard check-out time.

Limited Service Hotel :A lodging facility that offers no or very few amenities, services or extra facilities such as restaurants, pools, meeting rooms,etc. Generally an inn or motel is limited service

Long-Term Stay/Relocation Guests:Those individuals or families relocating to an area who require lodging until permanent housing can be found.

Lodge :A lodging facility that is generally small and often designed in located in a rustic outdoors environment or activities such as; fishing, skiing,boating, Eco-tours.

Lodging Facility: A business that rents guest rooms to the public on a nightly or shorter term range of dates, i.e. weekly, month to month.

Lodging Industry:Lodging and food service businesses that provide short-term or transitional lodging.

Luxury Hotel :A hotel with high room rates that features exceptional service and amenities.

Late Arival: Seorang tamu yang sudah memesan di awal yang akan datang setelah batas waktu yang sudah ditentukan oleh hotel dengan memberitahukan pada pihak hotel sebelumnya.

Letter of Credit : Sebuah perusahaan surat yang berwenang menagih secara langsung keuntungan untuk perwakilannya,yang harus disetujui oleh Manajer Hotel.

Log: Sebuah catatan harian tentang masalah-masalah atau situasi-situasi yang terjadi di front office yang harus dikomunikasikan dengan yang lain di hotel.Pada sebuah sistem komputer ,sebuah catatan dari operasi pemrosesan data yang mendaftar masing-masing pekerjaan yang sedang berjalan,waktu yang diperlukan,tindakan-tindakan operator,dan data yang relevan.

Low Season :The least popular and quietest period of a year, (e.q. January, February and December). Also known as Off Season, Lean season or Valley Season.

Late Charge :A departmental charge that arrives at the Front Desk for billing after guest has checked out.

Late Check-out :Check-out time extended late into the afternoon or evening as a good will or courtesy to selected guests by the hotel management.

Mass Tourism :Wide-scale travel by a large number of people--not just the elite--brought about by the increase in leisure time, discretionary income,and reliable and inexpensive modes of transportation such as the automobile and airplane.

Mass Tourists :Travelers participating in wide-scale travel designed for large numbers of people.

Master Folio:A bill that all charges for the members of a group are posted to.

Master Key:A key that can open all guest room doors that are not double-locked

Make-up room : Sebuah ruangan yang perlu untuk dibersihkan secara rutin sebelum pendaftaran tamu baru di ruangan tersebut.

Master Account :Group charges are accumulated also referred as master bill.

Master Key :One key opens all the guest's rooms in the hotel.

Mid-Price/Extended-Stay Hotels :Hotel that caters mostly to persons who must be in an area for a week or longer. The guest rooms of mid-price/extended-stay hotels have more living space than regular hotel guestrooms, and may also have cooking facilities. Guest rooms in these hotels tend to be less expensive than guest rooms in full-service or all-suite hotels.

Mid-Range Service:A modest but sufficient level of service that appeals to the largest segment of the traveling public. A mid-range property may offer uniformed service, airport limousine service, and food and beverage room service; a specialty restaurant, coffee shop, and lounge; and special rates for certain guests

MOD: Sebuah singkatan untuk Manager-On-Duty (mahajer yang sedang bertugas).

Night Audit : Sebuah rekonsiliasi harian tentang pembukuan penerimaan yang diselesaikan selama shift tengah malam ,meliputi pembukuan semua ruangan dan tagihan pajak serta neraca pembukuan semua ruangan dan tagihan pajak serta neraca pembukuan aktivitas pada satu hari.

No-Show :A guest who has a reservation does not arrive at the end of a business day and with no previous notice of cancellation.(sebuah ruangan yang tidak digunakan/dibatalkan oleh pelanggan.

Occupancy Report:A report prepared each night by a front desk agent that lists rooms occupied that night and also lists those guests expected to check out the following day.

Occupied:A room status term indicating that a guest is currently registered to the room

Occupied/Clean (O.C.) :Room is rented to a guest and has been cleaned.

Occupied/Dirty (O.D.) :Room is rented to guest but is still dirty.

Online Reservation System:An internet based system used by hotels that allows prospective hotel guests to check availability and make reservations at the hotel.

Open : Sebuah kondisi yang terjadi pada sebuah hotel atau penginapan dimana ruangan-ruangan tersedia untuk ditawarkan.

On-line : Sebuah istilah yang memaparkan sebuah sistem komputer di mana peralatan dan barang-barang berada dalam komunikasi yang langsung dengan unit pemrosesan pusat,dan dimana file-file yang ada selalu sesuai dengan keadaan sekarang atau diakses kapanpun oleh semua pelanggan.

On-change : Sebuah kamar dimana tamu telah keluar dan kamarnya belum dibersihkan.

Overbooking :Number of reservations accepted outnumbered the total saleable rooms. In order to compensate for expected no-shows and cancellations.(membuat sebuah komitmen untuk menyediakan kamar untuk para tamu yang potensial dengan jumlah yang lebih banyak dari persediaan yang sebenarnya.)

Out Of Order (O.O.O.):This term means that the room is not available for sale because of some planned or unexpected shutdown of facilities.(sebuah ruangan yang tidak siap untuk disewakan karena ruangan ini sedang memerlukan pemeliharaan atau sedang dalam tahap renovasi.

Out of service : empty room due to maintenance and can not to sale.

Overstay :A guest who remains at the property after his or her stated departure date.

PBX (Private Branch Exchange) : Mengacu pada bagian telepon di hotel Atau peralatan pengalihan telepon yang ada di hotel tersebut.

Pax A/C :Personal account: the bill that guest has to pay himself.

Payment on Account :Pembayaran sebagian atau pembayaran penuh pada rekening tamu yang dibuat selama masa inap.

Penthouse Suite : Kamar-kamar yang umumnya terletak di lantai teratas di hotel tersebut.

Pick – up : Sebuah kamar yang memerlukan pencahayaan yang terang sebelum ruangan ini ditawarkan kepada tamu lain.Situasi ini biasanya terjadi pada saat tamu terlambat checkout atau ketika terjadi pergantian tamu

Pick-Up airport: Penjemputan tamu dari bandara dengan mobil hotel(dari airport ke hotel)dengan reservasi terlebih dahulu dan dikenakan charge penjemputan.

Point of Sale System (POS):Computerized systems that retail outlets such as restaurants, gift shops, etc, enter orders and maintain various accounting information. The POS generally interfaces with the property management system (PMS).

Property Management System (PMS):A computerized front desk system that manages hotel room inventory, guest billing and interfaces with various other systems such as telephone, call accounting, point of sale (POS),entertainment, etc.

Posting :The process of recording transactions in a guest folio.

Prepaid: Harga dan pajak keseluruhan telah dibayar oleh tamu sebelum tamu tersebut masuk ke hotel atau selama masa tinggalnya di hotel tersebut. Bisa juga disebut dibayar di awal.

QUAD: A guest room assigned to four people; may have two or more beds.

QUEEN: A bed approximately 60 inches by 80 inches

Quadruple (quad) : Sebuah kamar yang ditempati oleh empat orang. Kamar ini biasanya mempunyai dua tempat tidur atau lebih.

Queen Bed : A bed approximately 1.8 meters * 2.0 meters may be occupied by one or more people.

Rack Rate: The current rate charged for each accommodation as established by the property's management

Reservations: A guest room that being held under an individual or business' name at a particular hotel for a specific date or range of dates.

Reservations Agents: An employee, either in the front office or in a separate department, who is responsible for all aspects of reservations processing.

Reservations Departments: A department within a hotel's rooms division staffed by skilled telemarketing personnel who take reservations over the phone, answer questions about facilities, quote prices and available dates, and sell to callers who are shopping around.

Resident Manager: The manager in charge of the rooms division in amid-size to large hotel. Sometimes resident managers are also in charge of security.

Resort Hotel : A hotel, usually located in a desirable vacation spot, that offers fine dining, exceptional service, activities unavailable at most other properties, and many amenities.

Room Block : An agreed-upon number of rooms set aside for members of a group planning to stay at a hotel.

Room Data Card: A card used to record information concerning the basic **Room Occupancy**

Sensor: A device that uses infrared light or ultrasonic sound waves to sense the physical occupancy of a room. Sensors have the ability to turn on devices and appliances such as lights, air conditioning, and heating whenever a guest enters a space, and to turn these devices and appliances off when the guest leaves

Room Rack: A card index system that is constantly updated to reflect occupied and vacant rooms. In the evening, the room rack contains forms for only those registered guests remaining for the night who are to be charged for rooms. A daily room report can be prepared from the room rack.

Room Rate : The price a hotel charges for overnight accommodation. See also Rack Rate.

Room Status : Information about current and future availability of guestrooms in a lodging property. Current availability is determined through housekeeping data. Future availability is determined through reservations data. Information about availability data which extends several days into the future is important because it may affect the length of stay of in-house guests.

Room Status Discrepancy: A situation in which the housekeeping department's description of a room's status differs from the room status information that guides the front desk employee in assigning rooms to guests. Discrepancies can seriously affect a property's ability to satisfy guests and maximize room's revenue.

Rooming List: A list of the guests who will occupy reserved accommodations. This list is submitted in advance by the buyer.

Rooms Allotment Report: A report that summarizes rooms committed (booked or blocked), by future date

Rooms Checklist: A list, used for guest room (preventive) maintenance, of all the items in the guest room with a brief notation opposite each item of the type of inspection, repair, lubrication, adjustments, or cleaning activity to be performed.

Rooms Discrepancy Report: A report that notes any variances between front desk and housekeeping room status updates. It often alerts management to investigate the possibility of sleepers. See Sleeper.

Rooms Divisions: The largest, and usually most profitable, division in a hotel. It typically consists of four departments: front office, reservations, housekeeping, and uniformed service.

Rooms History Report : A computer-based report that depicts their venue history and use of each room by room type. This report is especially useful to those properties employing an automatic room assignment function.

Rooms Status Report: A report that indicates the current status of rooms according to housekeeping designations, such as: on-make-up, on-change, out-of-order, clean, and ready for inspection.

Rack Rate : Full room rate charged for each room accommodation with no reduction. Also known as Published rate.

Rack Slip: Bagian pertama dari sebuah folio kecil yang terdiri dari dua bagian. Terletak didalam kantong rak kamar yang tidak terlalu dalam untuk mengindikasikan bahwa kamar sedang ditempati dan untuk mengidentifikasi tamu yang ada.

Register: Sebuah prosedur di mana seorang tamu yang memberitahukan keinginannya untuk menginap di hotel tersebut dengan cara melengkapi dan menandatangani sebuah kartu pendaftaran.

Registration Card : Sebuah formulir yang sudah lengkap dan ditandatangani oleh tamu yang bersangkutan pada saat kedatangannya dengan cara memberikan nama, alamat, kepentingannya, serta dasar-dasar lainnya.

Rooming List : A list of guest names submitted by a Travel Agency or Airline in advance for the purpose of blocking rooms for a tour group or conference.

Room Forecast : Projected percentage of room occupancy for the next day, week, month or year.

Release Time : A room held for a reservation will be automatically released after 18:00 unless the guest advises the hotel of late arrival beforehand.

Reservation: Sebuah perjanjian antar hotel dan pelanggan bahwa hotel akan menahan sebuah kamar jenis khusus untuk sebuah tanggal tertentu dan lamanya waktu menginap.

Reservation Center: Sebuah istilah yang digunakan untuk kantor pemesanan yang menangani semua telepon yang masuk yang berhubungan dengan pemesanan.

Reservation Rack : Sebuah daftar yang disusun secara abjad tentangantisipasi kedatangan secara kronologis sesuai data kedatangan.

Roll Away: Sebuah tempat tidur yang bisa dilipat.

Roll Over: Pada sebuah hotel yang terkomputerisasi, audit akan terjadi pada malam hari untuk akhir dari pemrosesan data dalam sehari, akan dibuat semua data terkorelasi dari manajemen dari laporan akhir dari hari tersebut akan dikembangkan.

Rooming: Sebuah prosedur yang terlibat dalam penerimaan tamu, penunjukan kamar, dan mengantarkan tamu ke kamarnya.

Rooming List: Daftar nama yang didaftarkan pada sebuah kelompok di awal kedatangannya, dan digunakan oleh hotel untuk membuat pemesanan secara individu dan untuk mendaftar ulang anggota-anggota dari kelompok tersebut..

Save Deposit Boxes: Bagian-bagian individu dari brankas di aman para tamu menyimpan barang-barang berharganya.

Science Tourism : A subgroup of ecotourism in which laypersons travel with scientists and students to help with scientific work at various sites throughout the world. Science tourists often work very hard (even though they are paying for the vacation) and make a contribution to a body of scientific knowledge.

Service Charge :A percentage of the bill (usually 10% to 20%) added to the guest charge for distribution to service employees in lieu of direct tipping.

Security : Bagian di hotel yang khusus menangani jaminan keamanan dan keselamatan para tamu dan pegawai.

Sell Up : Untuk meyakinkan tamu yang datang untuk menginap di kamar yang lebih mahal daripada yang sudah dipesan atau yang sudah dia rencanakan sebelumnya.

Share: Kamar yang ditempati oleh satu orang dengan menggunakan nama kedua orang tersebut dan rekening yang terpisah.

Side-By-Side Suite:A suite that consists of two small bays, each with windows to the outside.

Single Bed :A bed approximately 36 inches by 75 inches.A bed approximately 1.1 meters * 2.0 meters assigned to one person.

Skipper:A guest who leaves without paying.A registered guest who vacated his/her room without notifying the Front Desk and did not pay his/her bill.

Sleeper :A vacant room that is believed to be occupied because the room rack slip or registration card was not removed from the rack when the previous guest departed.

Stay Over:A room status term indicating that the guest is not checking out and will remain at least one more night

Studio :A guest room having one or two couches that convert into beds.

Suite :(1) A guest room with a parlor area in addition to a sleeping room, and perhaps a kitchenette.(2) Several pieces of furniture of similar design, usually sold together to outfit a complete room.

Suite Hotel:A hotel whose sleeping rooms have separate bedroom and living room or parlor areas, and perhaps kitchenettes.A parlor or living room connected to one or more bedrooms.

Stayover: Guest extension period of stay.

Service Refused : Room will clean treatment but guest refuse it.

Sleep Out :A room that is taken, occupied, and paid for, but not sleep in.

Table d'hote : Sebuah menu komplet yang tidak ada biaya tambahan.

Third Party Booking Engine :An internet site that provides a booking engine where a traveler can search a large number of lodging facilities for availability and reserve a room. The lodging facilities are not affiliated with the site and pay a fee for the business that the third party site generates.Examples of third party sites include; hotels.com, price line.com

Tidy up : Sebuah ruangan yang perlu untuk segera dibersihkan.

Tour:Any pre-arranged (but not necessarily prepaid) journey to one or more places and back to the point of origin.

Tour Operator :A business that puts together travel tours and sells them directly to individuals or through travel agencies.

Tourism Enclave:Self-contained resort complex that caters to all the needs of tourists who arrive as part of a tour or other type of package.

Tourism Planning:The process of preparing for tourism development;a tool for addressing the choices associated with tourism development.

Tower :A guest room floor configuration in which rooms are grouped around a central vertical core.

Transient Hotel:Lodging operation that caters primarily to businesspeople; transient hotels tend to be busiest Monday through Thursday.

Travel Club:A type of travel agency that charges an annual fee to its members and in return offers packaged vacations to members at reduced prices.

Twin:A guest room with two beds; may be occupied by one or more people.

Twin Bed:A bed approximately 39 inches by 75 inches.

Travel Agent: Kontrak pelanggan atau komisi perwakilan jasa yang mewakili pembawa barang, hotel, grosir dll. Seorang agen perjalanan biasanya bekerja hanya untuk komisi.

Transfer In ; transportation service requested by the guest to pick him/her up at the airport or any other place and send him/her to the hotel.

Transfer Out : A transportation service requested by the guest upon his/her check-out to send him/her to the airport or other destinations.

Traveler's Check : A prepaid check sold by banks and other financial institutions which is considered equivalent to cash.

Triple : Sebuah kamar yang ditempati oleh tiga orang .Kamar ini bisa memiliki sebuah tempat tidur rangkap dan sebuah kasur yang bisa dilipat atau dua tempat tidur dan sebuah kasur yang bisa dilipat.

Turn Away : To refuse reservation or walk in business due to full house situation.

Under Stay: A guest who checks out before his or her stated departure date

Upgrade: To move to a better accommodation or class of service.

Upselling: A sales technique whereby a guest is offered a more expensive room than what he or she reserved or originally requested, and then persuaded to rent the room based on the room's features, benefits and his or her needs.

Vacant : A room status term indicating that the room has been cleaned and inspected, and is ready for the arriving guest.

Vacant Clean : A room status term indicating that the room is clean.

Vacant and Dirty (V.D.): A room status term indicating that the room is still dirty.

Vacant and Ready (V.R.): A room status term indicating that the room has been cleaned and inspected and is ready for sale.

Valet: Seseorang yang menyediakan jasa pribadi pada seorang tamu, seperti pelayanan parkir dan pelayanan binatu.

V.I.P. : Very Important Person.

Village Stay: An alternative form of tourism in which the tourist can experience life in a rural place--fishing village, farm, historic village, etc.--by staying in the home of a resident, in a dormitory, or in some other type of accommodation

Voice Mail: A system that is part of the telephone equipment which provides for hotel guests and staff to retrieve a message left by a caller.

Voice Mail Box : A device capable of storing, recording, and playing back messages for guests through the telephone system.

Walk-In Guest : A guest who arrives at a hotel without a reservation

Walking A Guest : A situation in which a hotel is unable to honor a guest's reservation and helps the guest find accommodation elsewhere.

Water Park Hotel: A hotel that offers a large recreational water elements such large pools, multiple pools, slides or other water related venues..

Walk-ins : Guests who arrive without any reservation.

Wake Up Calls : Phone calls placed by the Command Center to wake the guest at his or her requested time.

0 - call (Zero - Call): A telephone call placed with an operator's assistance. Examples may include calling- and credit-card calls, collect calls, and third-party calls.

Zone Lighting: Lighting designed to facilitate traffic from one space to another.

KESIMPULAN

Dari hasil analisis diatas, penulis dapat menyimpulkan bahwa penggunaan istilah bahasa Inggris di bagian front office pada hotel Crowne Plaza Hotel Semarang adalah hampir semua terminologi hotel pada front office digunakan untuk berkomunikasi dengan tamu hotel. Dari analisis di bagian operator, reception dan concierge desk dengan SOP conversation yang ada di hotel Crowne plaza Semarang, ternyata dalam operasionalnya selalu menggunakan terminologi hotel.

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