

***LET: Linguistics, Literature and English Teaching Journal***

||Volume||7||Issue||1||Pages||93-119||2017||

Available online at: [jurnal.uin-antasari.ac.id/index.php/let](http://jurnal.uin-antasari.ac.id/index.php/let) |P-ISSN: 20869606 ; E-ISSN: 25492454|**THE JARGON USED BY EMPLOYEES OF FOOD AND BEVERAGE SERVICE (FBS DIVISION) AT HOTELS**

Muhammad Nasir Mi'raj Juddin  
[nasirmiraj@gmail.com](mailto:nasirmiraj@gmail.com)

English Education Department  
 Universitas Islam Negeri Antasari Banjarmasin

**Article History:**Received: 7<sup>th</sup> January 2017Accepted: 6<sup>th</sup> April 2017**Corresponding Author:**

Tel.: .....

**KEYWORD**

Hotel;  
 Food;  
 Beverage Service Division;  
 Jargon.

**Abstract**

The purpose of this research was to find out the jargon used of phenomenon in the occupation. It focused in employees of Food and Beverage Service (FBS Division) at Hotels. The subjects are fourteen employees consisting of one Food and Beverage Manager, one Food and Beverage Head of Outlets, two Supervisors and ten Waiters/Waitresses at Aria Barito Hotel Banjarmasin. The object is the jargons used while the employees of Food and Beverage Service Division are on duty. The writer uses participant observation, recording or taking note the conversation and documentary techniques. After collected, the data are analysed with theories and explained descriptive-qualitatively. The result of data analysis reveals that there are 54 jargons in Food and Beverage Service Division at Hotels.

**INTRODUCTION**

Every people in the world interact and communicate each other with language. Wardhaugh (2002: 3) states a language is a system of arbitrary verbal symbol, which is used by the members of a speech community as a mean of communication to interact and express their ideas, feelings and thoughts. Therefore, it simply says that language is essentially a set of items (sounds, grammars, and meaning of words) that is used to communicate each other in order

---

to understand what the other people's ideas, feelings and thoughts. Language is learned and explained in linguistics. In linguistics field, it is divided into several branches; one of them is sociolinguistics.

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

In the social communication, there are many varieties of language, which are register, slang, style and jargon. In this research, the writer will discuss more about jargon. The basic concept that should comprehend is how jargon happened in society. Society uses jargon to create their own identity of their profession itself. They use the same language and the same vocabularies in the same area. It means that jargon aims to show what the professions are, because jargon vocabulary sometimes unknown by outsiders and used by certain groups or professions in working area. Different groups have different jargon.

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

In working area, there are so many professions that used jargon, for example; politicians, comedians, entertainer, pilots, military, hotel etc. They have

their own jargon and use it in their field in order to make their communication to be easier. It is assumed that jargon is used by many professions in different fields. One of field that uses jargon is hotel. Hotel as one of the job-fields that used jargon as communication tools, it has divisions such as food and beverage service, housekeeping, front office, engineering, and sales marketing. In this research, the writer is only concerning to Food and Beverage Service (FBS Division). FBS division is usually refers to waiters/waitresses. Waiter/waitress of hotel is a server who works in the outlets of hotel. The basic function of waiter is to provide courteous and efficient service to guests according to established service standards and procedures. FBS division uses the jargon to make their communication easier in working area.

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

### Jargon

Allan and Burridge (2006: 56) define jargon is the language peculiar to particular context like a trade, profession or other group. It is the language used in a body of spoken or written texts, dealing with a circumscribed domain in which speakers share a common specialized vocabulary, habits of word usage and forms expression. In addition, Yule (2006: 211) states jargon is a special technical vocabulary associated with a particular area of work or interest. In social terms, jargon helps to create and maintain connections among those who see themselves as ‘insiders’ in some way and to exclude ‘outsiders’.

---

Hornby (1995: 296) also states that jargon consists of technical words or expressions used by a particular profession or group of people and difficult for others to understand. The group here can be a professional or social group. Furthermore, Spolsky (1998: 33) defines jargon as speech used by marked group of people such as a trade or occupation. A specialized bond between members of in-group and enforce boundaries outside. If the people do not understand a certain jargon, it means that they do not belong to a certain group. Jargon can be useful for conveying meaning precisely and effectively for specific communities. However, it may also exclude and/or confuse those who not “in-group”. Thus, speakers and writers need to be aware of their audiences when deciding to use jargon appropriately.

Moreover, Crystal (2003) defines jargon as the technical vocabulary or idiom of special activity or group. The reality is that everyone uses jargon; it is an essential part of the network or occupation and pursuits, which wake up a society. All jobs present an element of jargon, which workers learn as they develop their expertise. All hobbies require mastery of a jargon. All sports and games have their own jargon. Each society grouping has its jargon. The occupation of person causes his language to vary, particularly in the use he makes of technical terms. The phenomenon of using jargon therefore, turns out to be universal and valuable. Fromkin et al (1996: 314) state many jargon terms pass into the standard language. The characteristic of jargon is spread from a narrow group until it is used and understood by large segment of the population.

Richards and Schmidt (2002: 278) define jargon as spoken or written words and expressions used by a group of people who belong to a particular trade, profession or any other group bound together by common attention, e.g. the jargon of law, medical jargon. A jargon its own set of words and expressions, which may be incomprehensible to an outsider. The term jargon is typically not used by the group but by those unfamiliar with that particular type of language.

In conclusion, jargon is technical language that can be seen as occupational varieties. It is an exclusive term in which mostly known by the insiders.

---

### The Functions of Jargon

According to Brown and Attardo (2006: 119), jargon has two main functions, which are:

- a. Provide speakers of specialized domains with clear, unambiguous terms to refer to their activities.
- b. Provide speakers of a subgroup with a means of marking in-group membership and excluding outsiders.

Similarly, Allan and Burridge (2006: 58) state the function of jargon are: First is to serve as a technical or specialist language for precise and economical communication. Second is to promote in-group solidarity and to exclude as out-groupers those people who do not use the jargon.

There are the functions of jargon. Based on those functions, jargon can make the communication quicker and easier to understand. However, when used the jargon with outside the field, it can be confusing and difficult for understanding. It is often used to show social identification about they are part of the group or not.

### **METHOD**

This research used descriptive qualitative data because the type of this research is Conversation Analysis (CA) which intended to analyze jargon that used by employees of Food and Beverage Service (FBS Division) at Hotels. According to Sidnell (2010: 1), CA is an approach within the social sciences that aims to describe, analyze and understand talk as a basic and constitutive feature of human social life. Ary et al (2002: 565) state qualitative research is the study or analysis phenomena from the perspective of the human participant in natural setting without providing the predetermining hypotheses. Therefore, this research is called as qualitative research because the writer conducted the research based on the transcript of employees' conversation and interview. Then, the writer concluded the research descriptively based on the findings and related the theories.



1	<p>W3: De, bentar lagi selesai <i>breakfast</i>. Jadi tunggu di sini aja ya! (<i>W1, the time of breakfast is almost done. So, just stay in here right!</i>)</p> <p>W1: Iya bang. (<i>Okay</i>)</p>	<p><b>Breakfast</b></p> <p><b>Breakfast</b> is the first meal of the day that is eaten in the morning.</p> <p>The context of this conversation is when the waiter tells to his partner about that breakfast period will be done in several minute. It means, the waiters must be ready for preparing the next meal period or clearing the dining room.</p> <p>This hotel provides breakfast start from 6 am – 10 am.</p>
2	<p>W1: Bang, apa lagi nih yang belum buat <i>lunch</i>? (<i>What is the next for lunch?</i>)</p> <p>W3: Disting sama set up de! (<i>Dusting and set up</i>)</p>	<p><b>Lunch</b></p> <p><b>Lunch</b> is a meal that is eaten in the middle of the day.</p> <p>The context of this conversation is when the waiter asks to his partner about lunch preparation.</p> <p>This hotel provides lunch start from 12 pm – 3 pm.</p>
3	<p>HO: Assalamualaikum.. untuk event hari ini wain sampai <i>dinner</i> DPRD Tabalong. (<i>For DPRD Tabalong in wain room is running up until dinner</i>)</p>	<p><b>Dinner</b></p> <p><b>Dinner</b> is the main meal of the day that is eaten in the evening.</p> <p>This is the utterance of HO in briefing.</p> <p>The context of this utterance is about the event will the end in dinner period, therefore the waiters must to prepare the room, coffee break and dinner for this event.</p>
4	<p>W1: Emang biasanya ada ajakah bany yang makan</p>	<p><b>Supper</b></p> <p><b>Supper</b> is a small meal eaten in the late</p>

	<p>malam-malam? (<i>Is there any costumer order the meals in the late evening?</i>)</p> <p>W3: Iya ada la yang <b>Supper</b> itu. (<i>Yes, there is for supper.</i>)</p>	<p>evening.</p> <p>The context of this conversation is when the waiter asks to his partner about the existing of supper period and the waiters must to prepare this period after dinner. Therefore, the restaurant in hotel is open for 24 hours.</p>
5	<p>W1: Disini buat tempat apa bang? (<i>This space is for?</i>)</p> <p>W3: Ini.....Buat <b>Appetizer</b>. (<i>This is for..... Appetizer</i>).</p>	<p><b>Appetizer</b></p> <p><b>Appetizer</b> is a small dish taken before a meal or main course of a meal to stimulate the appetite, e.g. salad, soup, etc.</p> <p>The context of this conversation is when the waiter asks the place position of appetizer.</p>
6	<p>M: ..... kalo kamu gak tau letak kopi tehnya? Nah disini. Ini <b>main course</b> nya..... (<i>If you do not know the place of coffee and tea? Yeah, here are they. Then, this is the main course</i>)</p>	<p><b>Main Course</b></p> <p><b>Main Course</b> is the primary dish in a meal.</p> <p>The context of this utterance is when the manager explains the place position of main course.</p>
7	<p>W8: Jadi kalau nyuguhkan makanan itu kalo lengkap harus ada appetizer, main course, terakhir <b>dessert</b>..... (<i>You must to serve the meals completely,</i></p>	<p><b>Dessert</b></p> <p><b>Dessert</b> is the sweet course eaten at the end of a meal, e.g sweet cake or pudding.</p> <p>The context of this conversation is when the waiter explains to his partner about the structure of dishes.</p>

	<p><i>consisting of appetizer, main course and the last is dessert.....)</i></p> <p>W1: Oh... iya bang. (<i>Okay, I see.</i>)</p>	
8	<p>HO: Eh, orang aja udah selesai <i>breakfast</i>, buat apa ini?(<i>breakfast is done, why you are making this one?</i>)</p> <p>W2: Tau juga pak yanti yang minta dari tadi. Minta bikinin <i>welcome drink-welcome drink</i>. (<i>I do not know, sir. This is the request by yanti to supply welcome drink.</i>)</p>	<p><b>Welcome Drink</b></p> <p><b>Welcome Drink</b> is a fresh beverage for welcoming the guest.</p> <p>The context of this conversation is about the distribution of welcome drink who made by waiter.</p>
9	<p>Chef: Eh, <i>condiment</i> nya nih andak sebelah mana? (<i>Where the condiment is place?</i>)</p> <p>W1: Di sebelah situ pak, samping kerupuk. (<i>There is, sir. Beside the chips.</i>)</p>	<p><b>Condiment</b></p> <p><b>Condiment</b> is a spice, sauce or preparation that is added to food to impart a particular flavor, to enhance its flavor, or in some cultures, to complement the dish.</p> <p>The context of this conversation is about putting the condiment in the buffet.</p>
10	<p>W2: Di mana nih <i>CO</i> nya? Habis kah yo... (<i>Where is the CO? Is</i></p>	<p><b>CO</b> stands for <b>Captain Order</b></p> <p><b>CO</b> /Ce-O/ is pronounced in Indonesian way.</p>

	<p><i>this run out of?)</i></p> <p>W1: Kada tau bang. Coba cek di depan! (<i>I do not know. Try to check in front!</i>)</p>	<p><b>CO</b> is an order form, who is made by waiter/waitress. It is for taking order and distributing to kitchen and cashier.</p> <p>The context of this conversation is when the waiter asks to his partner about where is to find of CO.</p>
11	<p>W1: Ayo kita <i>set up</i> nah. Mumpung lagi nganggur. (<i>Come on, we set up. As long as we are free.</i>)</p> <p>W5: Belum ada <b>BEO</b> nya lagi. (<i>The BEO is not ready</i>)</p> <p>W1: Iya kah. Mehadang ae dulu berarti. (<i>Okay, we are waiting!</i>)</p>	<p><b>BEO</b> stands for <b>Banquet Event Order</b></p> <p><b>BEO</b> /Beo/ is pronounced in Indonesian way.</p> <p><b>BEO</b> is a form of MICE reservation that made by marketing and distribute to F&amp;B Department to prepare rooms and meals of event.</p> <p>The context of this conversation is when the waiter 5 explains we need the BEO for setting up the room of reservation.)</p>
12	<p>W1: Ngapain waiter 5? (<i>What are you doing?</i>)</p> <p>W5: Bikin <b>WO</b> buat acara nanti. (<i>Making WO for the event next time.</i>)</p> <p>W1: Apa aja isinya tuh? (<i>What are they?</i>)</p> <p>W5: Lampu-lampu pang yang pasti minta ganti. (<i>The lamps those are not work.</i>)</p>	<p><b>WO</b> stands for <b>Work Order</b></p> <p><b>WO</b> /We-O/ is pronounced in Indonesian way.</p> <p><b>WO</b> is a request form from an employer to an employment agency to provide someone to do a particular job.</p> <p>The context of this conversation is when the waiter 1 asks to his partner about the list of WO.</p>
13	<p>S: Waiter 5! Kamu udah <b>SR</b> ke bawah. (<i>have you</i></p>	<p><b>SR</b> stands for <b>Store Request</b></p> <p><b>SR</b> /eS-eR/ is pronounced in Indonesian</p>

	<p><i>gave the SR in downstairs?)</i></p> <p>W5: Iya sudah pak. Tapi belum di ambil barangnya pak. <i>(Yes, I have sir. But I am not take the things yet.)</i></p>	<p>way.</p> <p><b>SR</b> is a written request from department to the procurement area for purchasing a specific item, e.g sugar, milk, mineral water, fruits, or coffee and tea.</p> <p>The context of this conversation is when the supervisor asks to waiter about purchasing of specific items is already done by SR form.</p>
14	<p>W2: amun makan siang, makan malam pakai <b>a la carte</b>. <i>(lunch and dinner are using a la carte.)</i></p> <p>W1: oh gitu ya bang. <i>(Oh, I see.)</i></p>	<p><b>À la carte</b></p> <p><b>À la carte</b> is a type of menu, which each item is separately listed, described and priced.</p> <p>The context of this conversation is about the explanation of type of menu that will be used.</p>
15	<p>W2: Itu paling mun pagi ni. Mengawasi <b>buffet (menu)</b> mun habis diganti. <i>(keeping the buffet* (*it refers to the dishes) will run out of)</i></p> <p>W1: Oke bang! <i>(Okay)</i></p> <p>W1: Bang, <i>tea cup</i> ada dimana? <i>(where is the tea cup?)</i></p> <p>W3: Ambil aja di <b>buffet</b></p>	<p><b>Buffet</b></p> <p><b>Buffet</b> is a buffet menu offers the dishes presented in the buffet (counters) which guests serve themselves from various dishes displayed on a buffet.</p> <p>There are the samples of conversation that show in first conversation talking about the buffet menu. The second conversation is talking about buffet counter as place displaying food and equipment; such as glass, plate and etc.</p>

	<i>(Counter) de! (Take it on the buffet.)</i>	
16	W5: Waiter 1 ambilkan kue yang ada tulisan 30 <i>pax</i> di <b>pastry!</b> ( <i>Waiter 1! Please, take the snack with the note 30 pax in pastry.</i> )	<p><b>Pastry</b></p> <p><b>Pastry</b> refers to sweet cake with cream, jam or fruit filling.</p> <p>In this case <b>Pastry</b> refers to the room where produces, provides and supplies the cake in the hotel.</p>
17	W8: De bantu ngantar makanan ke <b>EDR Manager!</b> ( <i>Please, help me deliver the meal to EDR Manager!</i> ) W1: Oke bang. ( <i>Okay</i> )	<p><b>EDR</b> stands for <b>Employee Dining Room</b></p> <p><b>EDR</b> /i:-De-eR/ is pronounced in English and Indonesian way.</p> <p><b>EDR</b> is dining room for the employees.</p> <p>The context of this conversation is when the waiter asks to his partner about to prepare the meal in EDR Manager.</p>
18	W5: Waiter 1, besok ada <i>event</i> sekalinnya di <b>Ballroom.</b> ( <i>Tomorrow, ballroom has an event.</i> ) W1: Iya kah? Sudah kam <i>set up</i> lah? ( <i>Is that true? Have you prepare the room?</i> )	<p><b>Ballroom</b></p> <p><b>Ballroom</b> is a large room usually used for party, wedding or banquet.</p> <p>The context of this conversation is when the waiter tells about Barito Ballroom has an event for tomorrow.</p> <p>The name of Ballroom in this Hotel is Barito Ballroom.</p> <p>Every hotel has special name for their room, e.g Himalaya Ballroom in Banjarmasin International Hotel and Neptunus Ballroom in Golden Tulip Banjarmasin.</p>
19	W1: Nih mau kemana bang? ( <i>Where do you want to</i>	<p><b>Free Function</b></p> <p><b>Free Function</b> is room for take a rest in a</p>

	<p>go?)</p> <p>W3: Mau cek <i>free function</i>. (<i>I want to check free function.</i>)</p>	<p>meeting or conference, usually this room is for coffee break or dining room.</p> <p>The context of this conversation is about checking free function room when it used for coffee break and lunch.</p>
20	<p>HO: Sudah <b>CB</b> kah? (<i>Is that already done for coffee break?</i>)</p> <p>W1: Belum lagi pak. (<i>Not yet, sir!</i>)</p>	<p><b>CB</b> stands for <b>Coffee Break</b></p> <p><b>CB</b> /Ce-Be/ is pronounced in Indonesian way.</p> <p><b>Coffee Break</b> is a rest period during the business/meeting day to have coffee/tea and some other refreshment, usually about 10 or 15 minutes.</p> <p>The first of rest period at 8 am – 10 am.</p> <p>The second of rest period at 2 pm- 4 pm.</p> <p>The third of rest period at 8 pm – 10 pm.</p> <p>The context of this conversation is talking about the guests have done the coffee break or not yet.</p>
21	<p>HO: ...Terus lagi Jum'at Sabtu itu rasanya ada di Mahakam 350 pax <i>theater</i>. (<i>Then... Friday and Saturday, I think there are an event in Mahakam Room 350 pax theater.</i>)</p>	<p><b>Theater set</b></p> <p><b>Theater set</b> is setting of seat or chairs in rows facing a stage area, using chairs only.</p> <p>The context of this utterance is about setting of meeting or ceremony room.</p>
22	<p>W1: Sudah kam <i>set up</i> lah? (<i>Have you already set up the room?</i>)</p> <p>W5: Belum lagi. <b>Classroom</b></p>	<p><b>Classroom set</b></p> <p><b>Classroom set</b> is a row of conference tables with chairs facing the front of a room, providing writing space for each</p>

	200 <i>pax</i> itu. ( <i>Not yet, that is <b>classroom</b> 200 pax.</i> )	person. The context of this conversation is talking about preparation of meeting room that sets with classroom set.
23	HO:.....Besok itu Kementrian Agama, Mahakam, Mentaya, Martapura, setnya <b>round table</b> . ( <i>Tomorrow is Kementrian Agama in Mhakam, Mentaya and Martapura Room with round table set.</i> )	<b>Round Table set</b> <b>Round Table</b> is setting of conference or group discussion using round tables. The context of this utterance is talking about preparation of meeting room that sets with Round Table set.
24	W1: Waiter 5 <i>set up</i> apa nih di wain? ( <i>What is the setting of this room</i> ) W5: Set up <b>U shape</b> nah buat besok 20 <i>pax</i> . ( <b>U Shape</b> for 20 <i>pax</i> )	<b>U Shape set</b> <b>U shape set</b> is a series of conference tables set in the shape of the letter U, with chairs around the outside. The context of this conversation is about the preparation of meeting room that sets with U shape.
25	W1: Ini berapa <b>pax</b> bang? ( <i>How many <b>pax</b> is this?</i> ) W3: Gak banyak, cuman 75 <b>pax</b> . ( <i>That is not much, only 75 <b>pax</b>.</i> )	<b>Pax</b> <b>Pax</b> refers to the person, passenger or guest. The context of this conversation is talking about the information of guests' number (Pax) for preparing their meals, rooms or all the things their reserved.
26	W5: Iya pak! Udah <b>nett</b> harganya. ( <i>Yes, sir! The</i>	<b>Nett</b> <b>Nett</b> is the cost of something that is

	<i>cost is nett)</i>	including tax 10% and service charge 11%. The context of this utterance is about the cost that includes the tax, it called nett. Example: Fried Rice Borneo only IDR 50.000 nett/pax.
27	HO: Nah kita punya promo buat buka puasa, yaitu harga Rp. 85.000 nett/pax udah itu, gak <b>++ (plus-plus)</b> ya itu. ( <i>We have promo in break fasting package, the cost only 85.000 nett/pax, not ++.</i> )	<b>++</b> /plʌs- plʌs/ is pronounced in English way. <b>++</b> is cost of something that is excluding tax 10% and service charge 11%. The context of this utterance is about the information of cost package promo is not ++. Example: Milkshake start from IDR 35.000 <sup>++</sup>
28	W1: Pak, ini memang waiter 5 ya yang pegang? ( <i>Pak, is he handle this event?</i> ) HO: Iya, dia <b>PIC</b> nya. ( <i>Yes, he is the PIC.</i> )	<b>PIC</b> stands for <b>Person in Charge</b> <b>PIC</b> /pi:-ai-si:/ is pronounced in English way. <b>PIC</b> is a person/employee who responsible of the event, meeting or conference. The context of this conversation is talking about the responsible (PIC) of that event.
29	W4: Nanti serahin ini <i>bill</i> nya lah. Kalo lagi <b>DnD</b> di ketok aja. ( <i>Give this bill to the guest. If the room is DnD, only knock the door.</i> )	<b>DnD</b> stands for <b>Don't Disturb</b> <b>DnD</b> /di:- ɛn-di:/ is pronounced in English way. <b>DnD</b> is room status that cannot be disturbed by the employees of hotel. The context of this conversation is about,

	W1: Siap, bang! ( <i>Okay!</i> )	if the guest in room is busy, he/she usually uses the note/symbol of “do not disturb”.
30	W1: Bang tolong <b>taking order</b> kan ya. ( <i>Please, taking order bang!</i> ) W2: Oke bro. ( <i>Okay, bro!</i> )	<b>Taking Order</b> <b>Taking Order</b> is a process of receiving and collecting the orders from the guests/customers. The context of this conversation is about the waiter asks to his partner for taking the order from the newcomer of guest.
31	W1: Bang, apa lagi nih yang belum buat <i>lunch</i> ? ( <i>What is the next for lunch?</i> ) W3: <b>Dusting</b> sama <i>set up</i> de! ( <i>Dusting and set up</i> )	<b>Dusting Table</b> <b>Dusting Table</b> is clearing the table after use. It is using the chemical spray for clearing the table. The context of this conversation is about the waiter asks to his partner for the next activity, that is dusting table.
32	W1: Bang, apa lagi nih yang belum buat <i>lunch</i> ? ( <i>What is the next for lunch?</i> ) W3: <b>Dusting</b> sama <b>set up</b> de! ( <i>Dusting and set up</i> )	<b>Set up</b> <b>Set up</b> is a setting of table, rooms or something must to prepare in advance. The context of this conversation is about the waiter asks to his partner for the next activity, that is set up.
33	W3: De, kalonya <b>clear up</b> sendok nya jangan dibalik biar gak jatuh. ( <i>If you clear up, do not rolled back the spoon. If you rolled back the spoon will fall</i> ) W1: Iya, bang. ( <i>Okay</i> )	<b>Clear up</b> <b>Clear up</b> is a process of taking dirty items such as plate, cutlery or glass on the guests' table. The context of this conversation is talking about the tips of clear up.

34	<p>HO: Kalo <i>clear up</i>, meja nya sekalian di <b>crumbing</b> ya kalo ada nasi atau apa. (<i>If you are clearing up, do not forget for crumbing the crumbs</i>)</p> <p>W1: Iya pak. (<i>Yes, sir!</i>)</p>	<p><b>Crumbing Down</b></p> <p><b>Crumbing Down</b> is clearing the crumbs of food on the table.</p> <p>The context of this conversation is about the head outlets asks to waiter for crumbing down the crumbs after or before clearing up the equipment)</p>
35	<p>W3: Gak usah di <i>set up</i> de, Nanti aja sekalian! Udah jam 10 kita <b>closing</b> aja. (<i>Do not set up it, later we do. Because this is 10 am, we must to closing.</i>)</p> <p>W1: Oh iya kh Bang. (<i>Okay</i>)</p>	<p><b>Closing</b></p> <p><b>Closing</b> is the end of an activity, such as closing time of breakfast, lunch, dinner or coffee break.</p> <p>The context of this conversation is about the waiter asks to his partner for closing of breakfast time.</p>
36	<p>W1: Nih apa lagi bang? (<i>What is the next?</i>)</p> <p>W3: <b>Poles-poles</b> tea cup aja dulu. Masih kurang. (<i>Polishing tea cup, we need more.</i>)</p>	<p><b>Polish</b></p> <p><b>Polish</b> is clearing and drying the equipment after washed.</p> <p>The context of this conversation is about the waiter 3 tells to his partner for polishing the equipment that they need.</p>
37	<p>W5: Waiter 1.. Kam <b>pouring</b> gelas yang kosong tu lah. (<i>You are Pouring the empty glass!</i>)</p> <p>W1: Oke.. (<i>Okay</i>)</p>	<p><b>Pouring</b></p> <p><b>Pouring</b> is filling the water into the glass.</p> <p>The context of this conversation is about the waiter asks to his partner for filling (pouring) the water into the empty glass on the guests' table.</p>
38	<p>W4: Waiter 1, kam di minta</p>	<p><b>Check Floor</b></p>

	<p>pak FB Outlet ke lantai 3 buat <b>check floor</b>. (<i>The Head of FB Outlets asked you for checking the floor</i>)</p> <p>W1: Oke bang. (<i>Okay</i>)</p>	<p><b>Check Floor</b> is a process for checking the floor in front of the guests' rooms to clear up the equipment of <i>room service</i>, such as plate, glass, or cutlery.</p> <p>The context of this conversation is about the waiter gives the information from Head of FB Outlets for checking the floor.</p>
39	<p>W5: Waiter 1... Di <b>grooming</b> gin! (<i>Grooming, please!</i>)</p> <p>W1: Apanya? (<i>What?</i>)</p> <p>W5: Tuh kaya janggut, rambut kam. (<i>Your beard and hair</i>)</p>	<p><b>Grooming</b></p> <p><b>Grooming</b> is the things that you do to make your appearance clean and neat.</p> <p>The context of this conversation is about the waiter 5 asks to his partner for grooming his appearance.</p>
40	<p>W5: Ituh banyak pak. (<i>There are many, sir!</i>)</p> <p>HO: Udah <b>OO</b> itu. (<i>Those are OO</i>)</p> <p>W5: Coba saya cek pak di bawah kalo ada. (<i>I try to check in downstairs</i>)</p>	<p><b>OO</b> stands for <b>Out of Order</b></p> <p><b>OO</b> /O-O/ is pronounced in Indonesian way.</p> <p><b>OO</b> is about product that is not proper to be used again.</p> <p>The context of this conversation is talking about of something that is not proper to be used again (OO).</p>
41	<p>M: waiter 3, tolong buat ibu itu <i>breakfast</i> nya minta di <b>takeaway</b>. (<i>Please, takeaway the breakfast of her.</i>)</p> <p>W3: Siap pak! (<i>Yes, sir!</i>)</p>	<p><b>Takeaway</b></p> <p><b>Takeaway</b> is a meal cooked and bought at a shop or restaurant but taken somewhere else.</p> <p>The context of this conversation is about the Manager asks to waiter 3 for preparing the takeaway of the guest.</p>
42	<p>W1: <b>B&amp;B</b> nya berapa</p>	<p><b>B&amp;B Plate</b> stands for <b>Bread and Butter</b></p>

	<p>banyak bang? (<i>How many B&amp;B that we need?</i>)</p> <p>W3: <b>B&amp;B</b> nya, ya.... 300 an. (<i>I think 300.</i>)</p>	<p><b>Plate</b></p> <p><b>B&amp;B</b> /bi:-ən-bi:/ is pronounced in English way.</p> <p><b>B&amp;B Plate</b> is a plate for serving bread and butter.</p> <p>The context of this conversation is talking about B&amp;B Plate that they need for the event.</p>
43	<p>W1: Pake <i>b&amp;b</i> kah bang? (<i>It uses B&amp;B plate?</i>)</p> <p>W3: Enggak, pake yang <b>dessert plate</b>. (<i>No, it uses dessert plate.</i>)</p>	<p><b>Dessert Plate</b></p> <p><b>Dessert Plate</b> is a small plate usually 8 inches diameter used for the dessert.</p> <p>The context of this conversation is about dessert plate that suitable with the dessert.</p>
44	<p>S: Waiter 1, tolong <b>dinner plate</b> ini di masukkan ke sana ya. (<i>Please, put the dinner plate in there!</i>)</p> <p>W1: Di sebelah sana ya pak? (<i>Is there, sir?</i>)</p>	<p><b>Dinner Plate</b></p> <p><b>Dinner Plate</b> is a large plate usually 10 inches in diameter used for the main course of a meal.</p> <p>The context of this conversation is about the Supervisor asks to waiter 1 for putting the dinner plate.</p>
45	<p>W1: Pak <b>dinner spoon</b> sama <b>fork</b> nya gak cukup, pake <b>dessert</b> aja biasa? (<i>Sir, the dinner spoons and forks are not enough, how about if we use dessert?</i>)</p> <p>S: Iya boleh, Tapi di cocokin sama <b>fork</b></p>	<p><b>Dinner Spoon and Fork</b></p> <p><b>Dinner Spoon and Fork</b> is a spoon or fork on the table to use for eating the main course.</p> <p>The context of this conversation is about the stock of dinner spoons and forks are not enough for preparation of that event.</p>

	nya ya! ( <i>Okay. But, you must to match with the fork.</i> )	
46	<p>W1: Pak <i>dinner spoon</i> sama <i>fork</i> nya gak cukup, pake <b>dessert</b> aja biasa? (<i>Sir, the dinner spoons and forks are not enough, how about if we use dessert?</i>)</p> <p>S: Iya boleh, Tapi di cocokin sama <b>fork</b> nya ya! (<i>Okay. But, you must to match with the fork.</i>)</p>	<p><b>Dessert Spoon and Fork</b></p> <p><b>Dessert Spoon and Fork</b> is a spoon or fork on the table to use for eating the dessert.</p> <p>The context of this conversation is about the option for using dessert spoons and forks, if dinner spoon and fork are not enough.</p>
47	<p>W3: Sekalian cek tu <b>soup spoon</b> nya masih ada gak? (<i>Please, check the soup spoon. Is there any?</i>)</p> <p>W1: Masih bang. (<i>There is, bang!</i>)</p>	<p><b>Soup Spoon</b></p> <p><b>Soup Spoon</b> is a rounded spoon used for eating the soup.</p> <p>The context of this conversation is about checking the stock of soup spoon.</p>
48	<p>W1: Bang, nih ada yang perlu di ambil kah di <i>coffee shop</i>? (<i>Do you need something in coffee shop?</i>)</p> <p>W3: Iya de, masih kurang 2 <b>seving spoon</b> sama</p>	<p><b>Serving Spoon and Fork</b></p> <p><b>Serving Spoon and Fork</b> is a large spoon or fork used to serve out individual portions of food.</p> <p>The context of this conversation is about they need serving spoon and fork for their preparation of the event.</p>

	<b>fork</b> nya! ( <i>Yes, We need 2 serving spoons and forks!</i> )	
49	<p>W3: De tolong ambilin <b>serving tong</b> ya di <i>coffee shop</i>. (<i>Please, take the <b>serving tong</b> in coffee shop!</i>)</p> <p>W1: Berapa banyak perlunya bang? (<i>How many serving tongs that you need?</i>)</p> <p>W3: Hmm.. 4 lah ambilkan. (<i>4 serving tongs</i>)</p>	<p><b>Serving Tong</b></p> <p><b>Serving Tong</b> is a utensil to grasp food so it can be moved from one location to another to be flipped that may be hot or simply best handled with a tong.</p> <p>The context of this conversation is about they need serving tong for their preparation of the event.</p>
50	<p>W1: Waiter 5.. Ni <b>duck spoon</b> nya habis kah? (<i>The <b>duck spoon</b> is run out of?</i>)</p> <p>W5: Hi'ih. Pakai <i>soup spoon</i> ja lu. (<i>Yes. you can use soup spoon in a while.</i>)</p>	<p><b>Duck Spoon</b></p> <p><b>Duck Spoon</b> is a type of spoon with a short, thick handle extending directly from a deep, flat bowl.</p> <p>The context of this conversation is about confirmation of duck spoon that still available or not.</p>
51	<p>W5: Waiter 1.. <i>Poleskan 30 goblet</i> lah buat di <i>ballroom</i>. (<i>Please, Polish 30 goblets for the ballroom.</i>)</p> <p>W1: Iya. (<i>Yes</i>)</p>	<p><b>Goblet</b></p> <p><b>Goblet</b> is a drinking glass with a foot and a stem. It is for serving mineral water.</p> <p>The context of this conversation is about preparing goblet for the event in the ballroom.</p>
52	W1: Kalo buat <i>welcome</i>	<b>Highball</b>

	<p><i>drink bang? (Which one the glass for welcome drink?)</i></p> <p>W2: Tuh pakai <b>highball</b>. <i>(That is using highball)</i></p>	<p><b>Highball</b> is a tall glass.</p> <p>It is for serving welcome drink.</p> <p>The context of this conversation is about highball as the glass that serves the welcome drink.</p>
53	<p>W2: Lain pakai <i>goblet</i>, Pakai gelas yang <b>poco grande</b>. <i>(That is not using goblet, but poco grande)</i></p>	<p><b>Poco Grande</b></p> <p><b>Poco Grande</b> is a drinking glass with a fluted bowl shape, foot and stem.</p> <p>It is for serving a mocktail.</p> <p>The context of this conversation is about the information for serving the beverage that uses poco grande.</p>
54	<p>W5: Waiter 1... kam tunggu sini lah! Aku mau ambil <b>filter queen</b>. <i>(Wait in here. I will take filter queen.)</i></p> <p>W1: Iya ku tunggu. <i>(Yes, I will wait.)</i></p>	<p><b>Filter Queen</b></p> <p><b>Filter Queen</b> is a device for removing and filtering the room with aromatic perfume.</p> <p>The context of this conversation is about the waiter 5 asks to his partner for waiting the room as long as he takes the filter queen.</p>

Based on the findings, the writer found 54 jargons that used by employees of FBS Division at Hotels while they were on duty. The writer collected those jargons in 21 days of research.

#### Jargons of FBS Division

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

showed while they were on the job. The writer takes the part of conversation in transcript below:

Waiter 5: Waiter 1... Sudah kah di *clear up* tuh?

Waiter 1: Sudah semuanya.

---

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

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

---

Waiter 1: Bang apa lagi nih yang belum buat *lunch*?

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

---

Waiter 3: *Poles-poles tea cup* aja dulu. Masih kurang.

Waiter 1: Ayo kita bang.

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

## FUNCTIONS OF JARGON

Based on theory, the functions of jargon are:

### 1) Clear, Unambiguous and Economical Terms

The first function is for making the conversation clearly and unambiguously. According to Brown and Attardo (2006: 119) the function of jargon is to provide speakers of specialized domains with clear and unambiguous terms to refer to their activities.

Clear and unambiguous terms:

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

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

Waiter 1: Ini bang biar ku taroh.

---

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

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

Based on the samples of conversation above, they are fitting with the theory. In FBS Division, there are many kinds of spoon, such as *dinner*

*spoon, dessert spoon, serving spoon, soup spoon and duck spoon.* Therefore, the employees in this division used jargons for making their conversation clear and unambiguous to refer their activities.

#### Economical Communication

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

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

Waitress 6:    Iya kak.

---

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

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

---

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

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

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

#### 2) Promote Group Solidarity

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

or group, because they used the same language in every communication at the hotel.

According to the transcript of conversation:

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

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

Based on the conversation above, that showed the solidarity between waiter 1 and waiter 3. They used the same jargon for mentioning the same thing – *dusting*. *Dusting* in this term means clearing the table after it used. Waiter 1 will not say “*dusting*” to other people outside of FBS division.

### 3) Mark the Group Membership

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

Sample of conversation in transcript:

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

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

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

---

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

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

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

## CONCLUSION AND SUGGESTION

## Conclusion

Based on the research, which was conducted from the employees of Food and Beverage Service (FBS Division) at Hotels, the writer found 54 jargons during the employees have the conversation while on duty. The sample of jargons in this division are *ballroom, pax, nett, set up, polish, crumbing down, clear up, CO, BEO, and etc.* In terms of the meaning of jargon, the meaning is defined based on three considerations. First is based on the lexical meaning. Second is based on the interpretation from the observation and third is from clarification with the employees. Therefore, the meaning of the jargon is described clearly to make the reader easy to understand.

Eventually, every occupation has their own jargon. In this research showed the jargon has many functions in their transaction while on duty. The functions of jargon are; first, the jargon is clear, unambiguous and economical terms. Second, promote their group solidarity. Third, mark the group membership.

This research was conducted for getting the jargons in FBS Division, meaning and functions of jargon. The writer suggests to the further researcher for investigating a deep case statement, for example the word formation process of jargons in this division or other occupation. This research is expected to contribute as a teaching and learning source of material in authentically on the Sociolinguistic, ESP subjects and all majorities in vocational school, such as Hotelier Department, Culinary Department or Tourism Department.

## REFERENCES

- Allan, K and Kate, B. (2006). *Forbidden Words: Taboo and the Censoring of Language*. Cambridge: Cambridge University Press.
- Ary, D. Cheser L. J. and Asghar R. (2002). *Introduction to Research in Education sixth edition*. California: Wadsworth Group..
- Brown, S. and Salvatore, A. (2009). *Understanding Language Structure, Interaction, and Variation: An Introductin in Applied Linguistics and Sociolinguistics for Non-Specialist*. Michigan: University of Michigan.
- Crystal, D. (2003). *The Cambridge Encyclopedia of the English Language*. Cambridge: Cambridge University Press.

Fromkin, V. Rodman, R. Collins, P and David B. (1996). *An Introduction to Language*. Australia: Harcourt Brace.

Holmes, J. (2008). *An Introduction to Sociolinguistics (Third Edition)*. London: Longman.

Hornby, A. S. (1995). *Oxford Advanced Learners' Dictionary*. Oxford: Oxford University.

Richards, J. C. and Richard. S. (2002). *Longman Dictionary of Language Teaching and Applied Linguistics*. London: Pearson Education Ltd.

Sidnell, J. (2010). *Conversation Analysis: An Introduction*. Singapore: Wiley-Blackweel.

Spolsky, B. (1998). *Sociolinguistics*. New York: Oxford University Press.

Trask, C. L. (1999). *Key Concept in Language and Linguistics*. London: Routledge.

Wardhaugh, R. (2002). *An Introduction to Sociolinguistics*. New York: Longman.

Yule, G. (2006). *The Study of Language: 3th edition thoroughly revised and updated*. Cambridge: Cambridge University Press.