

## Research Article

# English Expressions Employed at Hotel Restaurants in Padang, West Sumatra, Indonesia

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**Abstract.** English is an important language that is used worldwide. Many countries are now applying English as an important subject in education because of its position as an international language. One of the implementations of English is in tourism, especially hospitality. This paper explored the forms of English expressions used by waiters and waitresses to communicate with and serve foreign guests at a hotel restaurant, the lexical patterns of the English expressions, and the locally-colored English used by the staff. Using qualitative methods, the researchers found three English expressions, six lexical patterns of English expressions, and locally-colored themes in the English used in the hotel restaurant.

**Keywords:** ESP, expressions, hotel restaurant

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## 1. INTRODUCTION

Most countries in the world now apply English even in everyday life. In Indonesia itself, English is taught in the official curriculum at least since elementary school. In order to serve foreign guests well and satisfy them, the waiters employed at the restaurant department at hotel should have a skill of specific English related to various foods and beverages which are served in the restaurant and to the location of the hotel [1]. Location of hotel will influence and determine the form of the specific English because the location is related to foods, beverages and related culture to be communicated with foreign guests. Local foods and beverages have a certain form, taste, tradition, eating-manner/culture (way of eating, time of eating), etc. The specific forms, expressions and pattern of English are derived from the locality. Locality of a place will be different from other places. The different locality causes specific English of a place to be different from that of other places. In a certain region in which English is used in the activities of tourism, there are typical characteristics in various terms in expression and phrases [2].

### OPEN ACCESS

Based on the role of hotel restaurants in hotel industry and the role of locally specific English to serve foreign guests at hotel restaurant, it importantly needs a research which studies specific English used by waiters at hotel restaurants in Padang, West Sumatra – Indonesia. Additionally the study can support hotel industry specifically and tourism industry generally, and fill gap of research in the literature of English for hotel restaurants. Literature review so far shows that there is lack of study on specific English for hotel restaurants in Padang. The study to be held in hotel restaurants in Padang city is focused on English employed by hotel restaurants in communicating and serving foreign guests. The paper explores the form of English expression used by waiters to communicate and serve foreign guest at hotel restaurant, the lexical pattern of English expression used in serving the guest, and the locally-colored hotel restaurant tourism English used by the waiters. The aims are to find out the form of English expression, the lexical pattern of English, and the local color (typical characteristic) of tourism English used by the waiters. Hotel restaurants which are taken as object of the study are restaurant of Grand Zuri Hotel, Truntum (Inna Muara) Hotel, Premier Basko Hotel, Mercure Hotel, HW Hotel, Axana Hotel, Bumi Minang Hotel, Ibis Hotel, Whiz Prime Hotel and Fave Hotel.

Savignon (1983) further states that understanding and mastering the functions and expressions of language will greatly assist in successful communication [4]. This is because the functions and expressions of the language spoken are not solely focused on grammatical accuracy but also on the ‘utterances of communication’ where teaching like this is felt to be more meaningful, unified, easy to understand and in accordance with the context. By being able to present English in a service system, the managerial and administrative quality of the existing hotel is felt to be able to have its own added value in the eyes of its guests. It is this thinking that makes English able to be “fertile” in various specific fields, especially in this realm [5].

The maximum of a hotel industry in serving guests is judged by the way its employees communicate with guests. Communication certainly involves language. In hotels, especially restaurants, a connection between the waiters and guests is needed with good language. Language reflects the waiter’s ethics at work. The English expressions used can be different with the same meaning, or different with different meanings. However, the level of politeness of expression can be different.

Departing from the background that has been described by the author above, this paper explores the form of English expression used by waiters to communicate and serve foreign guest at Hotel Restaurant, the lexical pattern of English expression used in serving the guest, and the locally-colored hotel restaurant tourism English used by the waiters of hotel restaurants in West Sumatera.

## 2. LITERATURE REVIEW

Walker (2002) stated English for hospitality or English used in the world of hospitality. This is something that must be mastered by hotel employees, especially those who often communicate with hotel guests. Walker (2000) starting from the doorman, receptionist, room service, chef, marketing staff, customer service, and people will always need places to rest when they're not home [6]. To make them feel at home, hotel personnel such as waiters, receptionists, room boys, and managers utter English expression, like "I hope you enjoyed your stay. How will you be paying today?". Expressions make guest comfortable when there is something wrong, people can say "you'll be fine!". Other expressions for example are "I hope you enjoyed your stay" to be expressed to guest who is leaving the hotel, "please let me know if you need any assistance (Please tell me how I can help.)", "everything is in order", "I can show you to your room"(I'll walk you up to your room), "Welcome to our hotel restaurant. How may I be of assistance today?" "Hey there, how's it going? You need something?"(Walker 2000). Furthermore, Walker gave other expressions, "How may I be of assistance? (How can I help?)", "Breakfast is complimentary" (Breakfast is free), and "I'm sorry, there are no vacancies at the moment."

English expressions that are used in addressing guests can be classified into some forms as given in the following examples such as imperative, declarative, and interrogative expressions. Imperative expression is an expression to give a command or instruction. It tells the guest to do something like waiting for their menu to serve and anything else. The waiters tell the guest to do something, for example:

"Please come this way, Sir. "

" Please be seated, Sir. Here is the menu. I will return in a moment to take your order"

"Here is your bill, Sir. "

The second form is interrogative expression. It is the expression in the form interrogative sentences – a question form. The waiters ask the guest something. The waiters want information. The waiters will ask what guests need, what guests want at the restaurant, and then waiters can help the guest, and this is one of the step of service at restaurant. The following examples are some interrogative expressions.

"Do you have a reservation, Sir ?"

"How may I help you, Sir? ?"

"Are you ready to order, Sir ?"

"What would you like to have sir ?"

TABLE 1: Lexical Pattern of English Expressions

No	The Functional Uses of English Expressions	English Expression
1.	Welcoming the guest	<i>Good morning. Can? May I help you? Good afternoon. How can I help you? Good evening. What can I do for you?</i>
2.	Asking the guest about the reservation dates	<i>When do you require the room? Which date, please? When will you be coming?</i>
3.	Informing the guest that all the rooms are booked up	<i>I'm sorry. All the rooms are taken in this period. I'm afraid, there are no rooms available. I'm really sorry, we have no vacancies. The hotel is fully booked up.</i>
4.	Asking for the guest's passport	<i>Your passport, please. Can I get your passport?</i>
5.	Helping the guest with his/her luggage	<i>Have you got the luggage? Do you need the porter?</i>

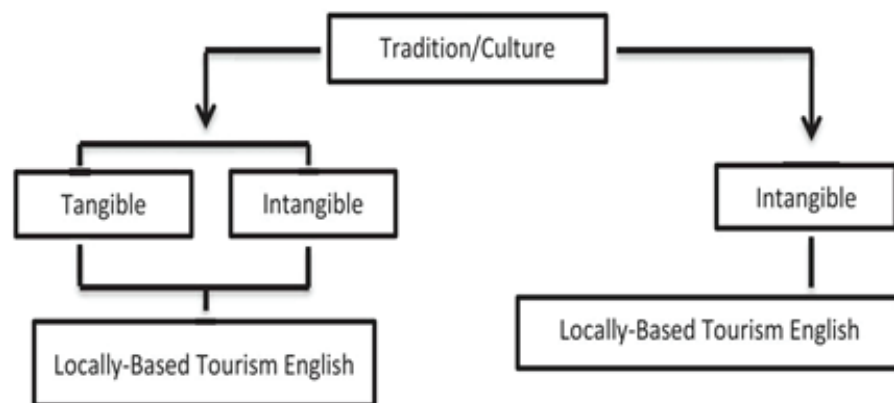
The third form is declarative expression, it is the form of declarative sentence or a statement. Declarative sentences make a statement. The waiters tell the guest something give some information, and then the waiters will describe and give some information to guest about restaurant, menu, and food & beverage. Example :

“Ongol-ongol is traditional cake made from sago flour and cooking with steaming method.”

“We have sop janda. Sop janda is like soup and vegetable, the taste is unique and traditional.”

Petrovska (2012) stated that the functional use of the expression has lexical pattern. The use of the English expression in a context of conversation have a certain lexical pattern. According to Petrovska (2012), lexical pattern has associated functional uses. The lexical pattern refers to a pattern of expression which are shaped in association with functional uses. Petrovska (2012) gave some examples of the lexical pattern of English expression used by hotel receptionist as indicated in the following table [7]

The English expressions used by local people are colored by the people’s culture and their environment. Such English expression can be called locally-colored expression. Locally-colored tourism English expressions are the English expressions characterized by and derived from local culture (Elfiondri, 2021) [2]. The first one is that objects of cultural heritage that can be palpable (tangible cultural heritage) Cultural heritage objects that can be being touched is a work of art movable human or move, or not can be moved or not move. Including are objects of cultural heritage. Cultural heritage



**Figure 1:** The Origins of Locally-Based Tourism English.

that cannot be palpable (intangible cultural heritage). Both cultural heritages influences the English expressions used by the local people. Elfiondri (2021) stated that the locally-colored English expressions are derived from the cultural heritages[2].

Elfiondri (2021) pointed out in the following Figure 1 the locally-based tourism English expressions derived from the tradition/culture. The culture consists of tangible or intangible heritage from which the tourism English expressions are derived. Some tourism English expressions are used in both tangible and intangible traditions, and some are used in intangible traditions. Related to the use, furthermore, Elfiondri (2021) stated that the locally specific forms of words and phrases of tourism English can be classified into two kinds in use: the forms used in both tangible and intangible traditions and the forms only used in intangible traditions. The forms used in both traditions are those which are derived from tangible tradition. For example, the word of "poisoned arrow" is derived from tangible tradition. It is tangible tradition (tangible cultural heritage) and used in tourism activities demonstrating tangible traditions. In the activities demonstrating intangible tradition such as hunting, the word is also used. Thus "poisoned arrow" is used in tourism activities demonstrating both traditions. While the forms derived from intangible tradition are only used in tourism activities which demonstrate intangible tradition. The locally-colored tourism English expressions have a local characteristic. The locally-colored tourism English expressions have a local characteristic. The tourism English has typical characteristics of in the terms of culture . People use the tourism English to serve tourists to greet, welcome, address, etc [4].

Based on the aforementioned locally-colored tourism English, it can be concluded that the locally-colored tourism English expressions are the English expressions which are shaped by the environment of local cultures in which the English expressions are used. The locally-colored expressions can be in the form of words, phrases, clauses,

and sentences. The locally-colored expressions are shaped because of local culture elements which are described, discussed, or introduced by waiters to foreign guests.

### 3. METHODOLOGY

The research is field research applying qualitative method. Mason (2002) stated that “Qualitative research should produce explanations or arguments, rather than claiming to offer mere descriptions” [8]. Data are collected qualitatively with technique of interview and recording. Informants are interviewed using hand-phone. Informants are waiters of hotel restaurants which are selected randomly. The informants are waiters of hotel restaurants of Grand Zuri Hotel, Truntum (Inna Muara) Hotel, Premier Basko Hotel, Mercure Hotel, HW Hotel, Axana Hotel, Bumi Minang Hotel, Ibis Hotel, Whiz Prime Hotel and Fave Hotel. The interview through hand-phone is directly recorded. The recorded interview (dialog between researcher and informants) then is transcribed using application Bot Telegram application (@voicybot). Data are analyzed qualitatively. Data which are collected through interview, recording and transcribing are analyzed qualitatively. The analysis is based on the theoretical concept of the form, lexical pattern, and local characteristic (local color) of English expressions to which the paper refers. Data are selected and grouped into the form and lexical pattern. The next step is to identify the local color (local characteristic) of the expressions used by the waiters.

### 4. RESULTS AND DISCUSSIONS

#### 4.1. English Expressions Used by Hotel Restaurant Waiters

The waiters of hotel restaurants use the expressions for breakfast, for example:

1. “Hello. Good morning, Sir. May I know your room number?”
2. “Please take your breakfast”
3. “May I know your room number?”
4. “May I know you number room?”
5. “Your room number, please?”
6. “Thank you for breakfast today.”

The next expression used in the Restaurant Hotel when asking the guest for their breakfast is offering help. In a hotel environment, the hotel waiters asked the guest about what they like for eating. For example:

1. "Can I help your food for breakfast?"
2. "Excuse me, this your food omelet fried rice this your juice tomato"
3. "Excuse me, can I take your plate and glass ?"
4. "You can choose our menu in our buffet which one you want ?"

The expressions used are to give information. As the hotel staff, waiters have to know all the information that might be useful for the guest including what kind of food available in the hotel restaurant. For example:

1. "Sorry, Sir. Your room is not including for breakfast if you wanna get a breakfast you need you to pay by cash or you gonna charge your room."
2. "Of course, we have oxtail soup."
3. "Oxtail soup is Indonesian soup. We have oxtail grill and oxtail boiled."

Greeting expression also used while welcoming the guest in every situation whether breakfast, lunch, or dinner time. It is essential to give as a waiters an idea about the good manners of the hotel workers. For instance:

1. "Good morning, Sir/Madam."
2. "Welcome to Cerinti Restaurant."
3. "Good evening. Welcome to Atlantis restaurant."

Offering help is also expression that used in this Hotel Restaurant conversation. Know whether the guest needs help or not, such as:

1. "Can I help you?"
2. "What can I do for you, Sir/Mam ?"
3. "Please sit here."
4. "You have any reservation before?"
5. "I will deliver you in your table"

The last expressions that used in Hotel Restaurant is asking and giving information. There is proper language to use when waiters want to keep a situation under control. As the hotel staff, waiters might say, for example:

1. "Do you have any reservation?"
2. "Smoking area or not ?"
3. "You have any reservation before?"
4. "I will deliver you in your table"
5. "This your table"

Expressions in offering and introducing menu are such as:

1. "Do you want ? or another menu ?"
2. "We have traditional food Mie Aceh. Mie Aceh is traditional food from Aceh. Mie Aceh have a vegetable in a noodle with spice taste"
3. "We have special menu today is chicken cordon bleu with thousand sauce"
4. "We have steak tenderloin sirloin steak"
5. "So what your choice menu?"
6. "What your cook level ?"
7. "What your choice your sauce ?"
8. "Which do you want ?"
9. "We have favorite food traditional food Gado-gado is vegetable, such as potato, cabbage, tofu, tempe, and with peanut sauce."
10. "We have special drink traditional drink named teh telor. Teh telor is a kind of drink with egg added in tea and bland for the tea and egg. The telor is make you strong body and make you feel fresh."
11. "For traditional food we have ayam bakar minang for the taste is spicy."
12. "For beverage we have mercure sling mocktail."

Form of English expression used to serve foreign guest at hotel restaurant , in Food and Beverage Service, there are three forms of type expression used; (1) Imperative expression (2) Interrogative expression, and (3) Declarative expression [9].



Imperative expression with politeness can make the guest comfortable and enjoy with service at the hotel restaurant. Imperative expression can be greeting and making a command or instruction to the guest.

Greeting the guest is important to show the politeness of the hotel staff. Working in a hotel requires you to use more polite language than you would in everyday situations. It doesn't matter if you're speaking to a high-level business executive or a vacationing tourist. Everyone who comes to the hotel is treated with the same level of respect and formality.

The waiters used this expression to communicate with their guest when guest coming to the restaurant and to give a command or instruction, it tells the guest to do something like waiting their menu to serve and anything else.

The followings are the examples of imperative expressions used in hotel restaurant.

1. "Please, this is your table, Sir. I hope you enjoy in our restaurant please wait a moment I will asked the menu"
2. "Excuse me, Sir. Sit down, please."
3. "This is your food, Sir. Enjoy your dinner."
4. "I will take your order, Sir. Please enjoy."
5. "Enjoy your meal."
6. "Wait a minute, I will take your bill."
7. "Wait a moment, we will make your order. You may wait for 30 minutes."
8. "have a seat, Sir."

The waiters used this expression to communicate and serving their guest when guest coming to the restaurant and to ask what guests need and what guests want at the restaurant, and this is one of step of service at restaurant. The waiters asked many questions for helping the guest and know what guest need and want and make waiters easier to make a service. When the guest comes to the restaurant hotel to take breakfast the waiters will ask the guest. Waiters will ask the guest when the guest comes to take a lunch or dinner, offering help and ask is any problem with the menu or any suggestions to the waiter's service.

These examples below are the interrogative expressions used.

1. "May I know your room number?"

2. "May I know you number room?"
3. "Can I help your food for breakfast?"
4. "Excuse me. Can I take your plate and glass?"
5. "Hello, Sir. May I know your room number?"
6. "Do you need something else?"
7. "Do you enjoy your lunch/dinner in here?"
8. "We don't have special menu for vegetarian we just have a capcay. Do you want capcay?"
9. "What would you like the steak level cook?"

Declarative expression makes a statement. The waiters used this expression to communicate and serve their guest and to describe some menu and give some information or to give a suggestion to their guest about the menu, food, drink, and give some information about the restaurant hotel. Waiters used the expression because the waiters want the guest not confused about what menu to they eat and know the ingredient the food and the taste, because most of foreign guest or western guest do not like spicy food, or if they are interesting to hear that menu maybe they will to order to try to eat or drink.

The waiters will make a statement to describe the menu, give some suggestions or offering the menu or food what special menu or what the best seller in the restaurant hotel they have to serve or offering the special menu that has discount. These are some examples of declarative expressions used.

"Sorry, Sir. Your room is not including for breakfast if you wanna get a breakfast you need you to pay by cash or you gonna charge your room"

1. "Of course, we have oxtail soup"
2. "Oxtail soup is indonesian soup. We have oxtail grill and oxtail boiled"
3. "Ongol-ongol is traditional cake made from sago flour and cooking with steaming method"
4. "We have traditional special food in this restaurant like Gado-gado"
5. "Gado-gado is steam vegetable with peanut sauce."
6. "Excuse me, Sir. Special for today, we have promo. If you buy one traditional food from indonesia you get one free beverage."

7. "We have sop janda. Sop janda is like soup and vegetable, the taste is unique and traditional."
8. "Bajigur is traditional beverage made from coffee ,coconut milk and brown sugar"
9. "The poci is traditional hot beverage made from black tea serving with kendi, kendi is like tea pot."

As pointed by Petrovska (2012), lexical pattern refers to a pattern of English expressions which are shaped in association with functional uses [7]. In this research, it is found that the waiters of hotel restaurants use English expressions in serving foreign guests in association with functional uses of the expressions. The waiters use the English expressions to greet, offer help, ask and give information, offer menu, take an order, thank, and make a bill. Those are the functions of the English expressions used by the waiters.

Greeting customers and make them feel at ease are the basic responsibilities of waiters. Waiters should be able to converse with all of these visitors. You'll be checking them in and out of the hotel as well as answering inquiries about the region. A pleasant grin and a warm hello is a terrific way to begin. Here's an example of a common greeting might use. Depending on the time of day, you may say good morning, good afternoon, or good evening instead of just hello. As one of participants said in the interview, the common greeting expression to use at hotel restaurant are, such as "good morning sir, madam" or "welcome to Cerinti restaurant". It is classified as welcoming guest. Below are further examples of functional expressions.

1. "Hello, Sir. Good evening, welcome to our resturant"
2. "May I know your room number?"
3. "May I know you number room?"
4. "Your room number please ?"
5. "Where is your room ?"
6. "Good morning sir welcome to Nagoyama restaurant ,how may I help you?"
7. "Have you any reservation or what the number of your room sir?"
8. "Do you have any reservation?"
9. "Do you have any reservation before?"
10. "Do you make a reservation before?"

Mahardika (2018) in his research found that if in Restaurant A, the standard of greeting would be “Om Swastiastu, good afternoon, Sir (Mr..)”, Restaurant B used less formal greeting, such as, “Good Afternoon, Mike” or “How are you, Mike”. The expressions used were different based on the context of the situation, atmosphere of the place, and the relationship of the communicants [9].

Waiters utter the expressions to foreign guests at the start of their visit or at any point throughout their stay for example, “what can I do for you sir, mam?”. They are ready to assist a visitor who is new to your city can make them feel perfectly at home. After serving a guest, waiters might ask this customer-friendly inquiry. Let them know that waiters are always there to help if they require further information or support.

1. “Excuse me, can I take your plate and glass ?”
2. “How may I help you?”
3. “Can I help you ?”
4. “What can I do for you sir/ mam ?”
5. “Would you like to have sir ?”
6. “Sir, may I take your plate?”
7. “Excuse me sir our restaurant will close, can I print your bill ?”

Making visitors feel at ease and well-cared for is an important element of waiters work as a hotel staff. Waiters are the person to whom guests turn for information, support, and, yes, even complaints about food and beverage service. As the hotel staff, waiters have to know all the information that might be useful for the guest including what kind of food that available in the hotel restaurant. For example :

1. “Ayam lado hijau is one of traditional food from west Sumatra, this food made from chicken with green chili”
2. “Sorry sir your room is not including for breakfast if you wanna get a breakfast you need you to pay by cash or you gonna charge your room”
3. “Kopi kawa daun is made of leave of coffee and then fry without oil for twelve hour”
4. “Bajigur is traditional beverage made from coffee ,coconut milk and brown sugar”
5. “The poci is traditional hot beverage made from black tea serving with kendi, kendi is like tea pot.”

Mahardika (2018) in his research English vocabulary, specifically related to food and beverage terms, was regarded as a basic requirement [10]. Waiters should be familiar with cutlery, kitchen tools, meat and vegetable types, cooking methods, and a variety of other Food and Beverage related technical terms. Knowledge of vocabularies would be useful in explaining and suggesting menu items, as well as taking orders. Waiters should be familiar with all types of services. It necessitates product knowledge, i.e. the ability to explain menu items (methods of cooking, types of dietary, ingredients, etc).

In the normal interactions with guest, waiters either offer something to the guest. Waiters can use many phrase and understand what guest are asking waiters. "sir, would you like fish, beef or chicken?" This expression is the most common way of offering something to guest, or inviting them to do something especially conversation in Hotel Restaurant. "do you want ? or another menu ?" waiters can also use this expression which is more informal to offer something to guest. Always explain specials and chef's choice dishes, such as the soup of the day, to visitors before they inquire.

1. "We have a promo in this month, we have soto ayam and sate."
2. "For dinner we have 'table d hote'menu. For today the appetizer is zuppa soup and mix salad. For main course we have salmon steam with mustard sauce and the complement is mashed potato with vegetable or tenderloin steak with potato puree and barbeque sauce with vegetbale. For dessert we have chocolate mousse and fruit mousse. And also we have cofee or tea."
3. "Excuse me sir before we serve you our restaurant have a promo for lunch today. We have a kind of menu first Mie Ayam this is trational food there is a noodle chicken with curry. And then we have sate campur this is a traditional food form Indonesia its like a meat cook with grill method its called sate/satay, ketupat made of rice and complete with peanut sauce."

Wulandari and Rahmawati (2020) in their research states menu and highlight special menu of the day "Please take a look our menu and I would like to inform you our special of the day, , please take your time and let us know if there any question" with smile and show some respect with full hand instead of using our finger.

Correct order taking is critical in the service process and for the guest's pleasure. It is also critical to ensure that the relevant F&B workers understand how to fill out a guest order in a professional way while adhering to the hotel's Standard Operating Procedures. The waiter or waitress should be familiar with the daily specials and be able to convey them to the visitors. For example,

1. "I will repeat your order your choice long island one and orange juice, and for food tenderloin steak with barbeque sauce and level cook is well done"
2. "Your tenderloin steak will serve until 15 minute "
3. "Excuse me this your drink long island and orange juice"
4. "I'm sorry this is our menu this is our promotion for menu you can choose whatever you want"
5. "This is your tenderloin well done steak with barbeque sauce "
6. "Wait a moment we will make your order. You might wait for around 30 minutes."

Thanking guests for coming and enjoying the food of the restaurant is a must. Saying thank you for visiting a customer shows your personal friendliness as the waiters. This is the same as when a manager thanks a customer after a meal. This is a great way to turn first-time guests into regulars, or to ensure that travelers remember when they return to the restaurant hotel.

When the guest have been breakfast, lunch or dinner in the hotel restaurant waiters have to say thank you and waiters take a bill to make a payment for their guest or customers. Some thank and billing expressions are down below.

1. "This is your bill, maybe you check first"
2. "Thank you for coming "
3. "Thank you for dinner in Atlatis restaurant"
4. "Thank you. See you next time"

Locally-colored terms in tourism English expressions used at hotel restaurants are the terms in English declarative expressions/utterances which are characterized by local cultures and specific menu at hotel restaurants. Even though English expressions are employed by waiters at hotel restaurants located in Minangkabau culture environment, the English terms are not only colored by Minangkabau culture. The terms are also colored by local culture of Aceh, Yogyakarta, Central Java, West Java, and Tegal (Central Java). Some English terms are colored by specific menu of Mercure and Grand Zuri hotel.

The Locally-colored terms in tourism English expressions used in declarative expressions by the waiters of the hotel restaurants include local color related to food and drink. The locally-colored English terms related to food for example are Gado-gado, ongol-ongol, sop buntut, mie Aceh, ayam bakar Minang, sate Padang, soto ayam, mi

ayam, sate campur, rendang, ayam balado, and nasi campur. Drink-related local English terms include the telur, the poci, wedang jahe, bajigur, kunyit asam, ayam lado hijau, and kopi kawa daun.

Minangkabau-colored terms in tourism English expression include food of Gado-gado. Some restaurant hotel offering this menu to their guest. Gado-gado is one of traditional food from Minangkabau/ West Sumatra.

Sate padang is the traditional food from Padang or Minangkabau. Sate Padang uses beef, tongue, or offal (heart, intestines, and tetelan) with thick peanut sauce plus lots of chili so it tastes spicy. Other food-related terms colored by Minangkabau culture are rendang, ayam balado, and ayam lado hijau. Rendang or Randang is an authentic Indonesian meat dish originating from Minangkabau. Ayam balado is an authentic Minangkabau food. Ayam balado is made from chicken cooked with distinctive red chili sauce. Ayam lado hijau is traditional food from West Sumatra or Minangkabau. Ayam lado hijau made from chicken with green chili sauce cook with fry method.

Drink-related terms colored by Minangkabau culture are the telur and kopi jawa daun. The telur or The Talua is a tea beverage from West Sumatra. The tea is unique because of the used of egg yolkin its preparation, chicken or duck egg can be chosen for the tea. The talua usually drink of farmer that want to work as a stamina enhancer and make fresh. Kopi kawa daun is a traditional beverage from Minangkabau made from leaf of coffee and then fry without oil for twelve hour and then brewed with hot water.

The English terms colored by Javanese culture also include the terms related to food and beverage. The poci : is traditional hot beverage made from black tea serving with Kendi (a jug is a place to store water in the shape of a teapot made of clay). Wedang jahe is a traditional ginger drink dish which is usually served warm or hot. Bajigur is traditional beverage made from coffee, coconut milk and brown sugar served warm or hot. Kunyit Asam is traditional beverage made from curcuma and turmeric. Those are beverage-related term in tourism English expressions.

The terms in tourism English expressions specifically colored by the hotels are related to drink/beverage and food. The terms include sop janda and Mercure sling mocktail. Sop janda is the term of Grand Zuri-colored food. It is an iconic and special menu offered at Grand Zuri hotel restaurant. The food is made from vegetables, herbs, and spices with unique taste. Mercure sling mocktail is the iconic beverage in the Mercure hotel. This beverage is a mixture of several alcohol or wine.

Elfiondri (2021) the study discovered that locally-based tourism English in Mentawai tourism activities is tourism English with locally specific forms of words, phrases, and expression characterized by Mentawai indigenous traditions/culture, which consists of

tangible and intangible culture[2]. Example “Words and phrases based on Intangible Culture/Tradition : Legends and Folklore. Words and phrases used in Tangible and Intangible Culture/Tradition : Uma (traditional house).

## 5. CONCLUSION AND RECOMMENDATION

There are two main areas in English For Specific Purposes (ESP): English For Academic Purposes (EAP) and English For Occupation Purposes (EOP) are two types of English (EOP). In EOP, there are two division : English for Professional Purposes and English for Vocational Purposes are two distinct types of English (Evans, 1998). There are two subsections within English for Vocational Purposes: Vocational English and Pre-Vocational English. Vocational English is concerned with language of training for specific trades or occupations, whereas Pre-vocational English is concerned with job search and interview skills. Because it is concerned with the language of training, English for Hospitality Industries is a subset of Vocational English. English for hospitality, or English used in the hospitality industry, is one of the sub-ESPs. Hotel employees, particularly those who frequently interact with hotel guests, must master this skill. Hotel has many divisions, one of the division is Restoran or Food and Beverage Service is a section where the waiter/waitress has to serve the guests in restaurant.

Based on the research findings, writer found some of form what expressions waiters used to serve the guest and found several of locally-colored language. And writer found the pattern of expression to serving the guest. In this research the writer found 90 data. Imperative expression which is the mostly type used in the source of data has 28 data, 31 data interrogative expression and 31 data for declarative expression.

Lastly, for the pattern of the expression used 23 data for greeting , 18 data for offering help, 11 data for asking and giving information ,18 data for offering menu, 10 data for taking order, and 10 data for billing and thankyou. For locally-colored terms in tourism English expression used have 22 data.

### 5.1. Suggestion

Studying English for Specific Purposes (ESP) needs a critical thinking since it is really critical, particularly ESP for restaurant and hotel language, hospitality, and politeness. Because working in a hotel necessitates using more polite language than you would in everyday situations. It makes no difference whether you're speaking to a high-level



business executive or a vacationing tourist. This research provides several suggestions for the other researchers who want to analyze as follows :

The future researchers can do further research using other theory and other sources of data for example using expression.

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