

Research article

English Expressions Used in Handling Complaint Emails by

Baliku Tours and Travel Staff

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Abstract.

The problems which were analyzed in this paper are about the kinds and uses of the functions of the English expressions that are communicated by the reservation staff to their client. The number of reservation staff which was used as the data source were five people, they were three males and two females. The collected data were analyzed by taking multiple samples of complaints on email correspondence by the staff of Baliku Tours and Travel, especially with their client and colleague. The purpose of this paper was to find out the kind of expressions are used and to investigate the formality of English expressions used by the staff in handling complaints by email. The theories applied in this study were based on the theory of John Blundell in his book entitled *Function in English* (1987) as the main theory. The supporting theory was taken from the book of Leo Jones entitled *Function of English* (1981). According to the analysis, the staff of Baliku Tours and Travel who were chosen as respondents used several functions of English Expressions when communicating with their clients or colleagues. English expressions for greeting, English expression for giving information, English expression for getting information, English expression for offering things, English expression for apologizing, English expression for thanking, English expression for inviting, English expression for saying goodbye, and English expression for giving suggestions were the English expressions they communicated to their client. Most of the staff used formal language expressions and polite way when they handled complaints. The neutral, less formal, and impolite expressions which they communicated to the client or colleagues were not in large number.

Keywords: sociolinguistic, language function, emails by Baliku Tours and Travel

1. INTRODUCTION

Bali is a small island that is a tourist destination for local and foreign tourists. Bali is fabulous in the world because of its beautiful views, culture, and traditional costume. This island has a lot of temples because Bali is dominated by Hinduism. Then, the island is called The Island of Gods, The Island of Temple, and so on. The tourists visiting Bali come from many countries with various foreign languages. Most of them speak English as an international language it plays an important role in the field. English

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is dominantly spoken by the people who work in the tourism industries located in Bali. The English expressions used by the staff show various functions. However, the functions of the English language which they used to communicate via phone call or email are not understood well, beside that they do not know the uses of the English function they express to the guest. The staff needs to learn about English function which has good communication with tourists, the researcher Baliku Tours and Travel as my object of research as a lot of staff used English has their communication. They used English whenever they communicate with their guests or agency staff in a different country. Because of this reason that I would like to examine their English expressions in handling complaint emails. It is hoped that this discussion can further help give deep understanding to the staff of Baliku Tours and Travel which will be used as a source of the research of the subject examined in this paper.

The first previous study is (Zaid, 2019), An Analysis of Idiomatic Expression Used by Characters in Hotel Transylvania Movies from Islamic University of Sultan Maulana Hasanuddin Banten the different between this research is the object. And the second previous study is (Anggraini, 2018), An Analysis Of Idiomatic Expression In The Indonesian Subtitle of the Movie The Parent Trap from University Of Muhammadiyah Sumatera Utara Medan with this research have the difference object but have the same theory. The last previous study is Annisa Kusumastuti 2019 Subtitle Analysis of The Idiomatic Expressions Used In The Subtitles Of That Thing You Do! Movie from Universitas Muhammadiyah Surakartain the last previous study this research have the different object. Two of research question are What English expressions are used by the staff when they handle complaints via email and how is their English expression formality when they handle complaints via email? The purpose of this research is to giving a more understanding to the staff of Baliku Tours and Travel in general and especially to the English Department students, Faculty of Letters, Warmadewa University about the English expression of the English Language which is uttered by the reservation staff to their guest or agency staff. The following general aim of writing this paper is to enrich the literary analysis in this English Department. The theory is very important to apply whenever we examine a problem scientifically. If the theory is not applied, the paper which we produce must be not believable to its readers. As theory is important to use in writing a paper, so in the writing of this paper, I also use it. The theory applied for the writing of this paper is the theory of the language functions, especially English Function, which is primarily taken from the book entitled *Function in English*.

2. METHOD

This research is using the qualitative descriptive method, According to (Moloeng, 2019) states that descriptive qualitative research is defined as the qualitative research, a type of research which does not include any calculation or enumerating, where descriptive qualitative research seeks to provide this picture or the sentence using data in the form of words or pictures rather than numbers. And the source of the data is from collected from the email in handling complaints by the staff of Balikpapan Tours and Travel. The researcher collected the data from five respondents of reservation staff. The email is collected from January 2019 to December 2019, The data are collected through the process of taking multiple samples emails, reading emails, print several emails of handling complaints, and note-taking techniques. To make it as a sample of the data, the researcher collected only twenty emails made by staff. In data analysis, each expression is analyzed based on the theory of '*Function in English*' proposed by Blundel and '*Function of English*' proposed by Leo Jones. Then, the use of expressions was given in the form of email descriptively by analyzing based on the theory applied.

3. RESULT AND DISCUSSION

3.1. Over Review of Balikpapan & Travel

Baliku Tours & Travel is one of the travel agency in Bali. It is located in Pura Mas Gatep Street, Buluh Indah-Denpasar Bali – Indonesia. Beginning from June 2007. Based on their commitment to being one of the leading travel companies in BALI, it will be their guarantee to give the client a solid, well- trained team for the client, their valued customer to receive the best service and to assist them in every need regardless of the size of the client request. Balikpapan Tours and Travel is one of the travel agency in Bali. The travel agent who cooperates with Balikpapan Tours and Travel is HOLIDAYTAXI, EXPEDIA, HOTELBEDS, GTA, I'WAY, SUNTRANSFERVIATOR, KLOOK, and Westminster.

3.2. Function of English Expression

1. English Expression for Greeting

These expressions were expressed by the staff at a different time and in different forms or manner. The greeting expression (1) is an informal expression because it is only

expressed with the word *Hi* and this expression is also an impolite expression because it is expressed without the mentioning of the name of the guest to whom it is expressed.

1. English Expression for Apologizing

Apologizing expressions is an act of making an offer to the other people. The apologizing expression is express when asking an excuse from someone on account of his fault to have done something wrong.

(1) Please allow me to apologize for the inconvenience caused, Madam. (DATA 18)

In the expression (3), the apologizing of the reservation staff called Putri Ayu Octaviana to the staff of Holiday taxi named Laurence Cuckow, in this case, the staff's expression to apologize to the client for client's inconvenience of their service. These apologizing expressions belong to formal and polite expression because she mentioned the title *Madam* at the end of the expression as her closing.

3. English Expression for Giving Information

The expression for giving information first occurs when the speaker wants to give a descriptive response to what has been asked by the other person. The descriptive response that the speakers give to him called information.

And we will contact the guests again today and apologize for this miscommunication directly. (DATA 8)

The expression (1) is spoken by the staff named Firman Syah to the staff of Holidaytaxis named Mr. Verma. In the expression (1), the information that the staff gives to Mr. Verma is about Balikpapan Teams will contact the guest directly to apologizing for the miscommunication. These expressions are in the same characteristics. In other words, these expressions are all expressed in a formal way. Therefore, they are said to belong to formal expressions. They are characterized as formal expressions because they are said in a complete structure or with their own openings. It can further be explained that the three underlined expressions above are classified as impolite expressions as in these expressions the reservation staff of Balikpapan Tours & Travel does not express the word *sir*, *madam*, or others like the title of the clients to whom the expression are expressed.

4. English Expression for Requesting

The expression of requesting is primarily used by the speaker when she/he wants someone to do something for him/her.

In order to investigate below matter properly with the person in charge for you, could you kindly advise us of the name on your reservation or the Reference Number of your Transfer booking with us, please? (DATA 19)

The expression (3) is the requesting expression is expressed by the staff named Arisna Adi to his client named Mr. Ryan. The expression used by the staff for requesting Mr. Ryan to advise the name or reference number of the client's transfer booking to him. The expression is a formal expression because it is expressed using the word *could you* as its opening. Besides, this expression is also a polite expression because it is followed by the word, *please*.

5. English Expression for Offering Things

The expression for offering things is usually used when we offer someone to do something which he/she needs to do. This expression is expressed to someone that is common to take place in daily communication.

If you don't mind, I could arrange for you the departure transfer on your return day without any charge and planning on refund the taxi fee that you paid for your transfer from The Haven hotel to The Haven Suites Berawa, on that day.

Please advise. (DATA 4)

The expressions (2) are expressed by the staff named Firman Syah to an English conversation by email whose name is Bairner – one of the clients. In this expression, the staff offered the departure transfer and refund the taxi fee to the client. In this expression, the staff expresses the expression in a formal and more polite way as the staff use the expressing *I could* in the opening expression.

6. English Expression for Giving Suggestion

Something that is suggested by the speaker to the people is called a suggestion. The suggestion is abstract and can be in the form of a solution, plan, and idea. This expression is an expression used to express how to give suggestions to the other person.

Also, you should contact your local agent to get a refund, so they can process the refund to you immediately. (DATA 14).

This expression is expressed by the reservation staff of Balikpapan Tours and Travel for the function of giving suggestions to their client. In the above expression is the expression for giving suggestions expressed by the staff named Putu Mika Tusnia Dewi to her client named Mr. Heather. The staff giving a suggestion to the client to contact the local agent to get a refund immediately. This giving suggestion expression is used for a direct suggestion as the expression used *You should* at the opening of the expression. This expression is in a formal form.

7. English Expression for Inviting

The expression for inviting is usually expressed when the speaker requests the presence or participation of the other person in the specific events, for example, dinner, birthday party, or other specific events, which occur at specific times and places.

We would be delighted if you want to come to Bali and use our service for the next.
(DATA 1)

The above expression is used for inviting. The expression is expressed by the staff named Iwan Saputra to his client named Ms. Cherie Walker. The staff uses the expression is to invite the client to come to Bali and use the service for the future again. This expression used in the formal and polite form as the staff used the word *would be* his opening.

8. English Expression for Giving Price

The expression for giving price is expressed by a speaker when he is asked by the other person about the price of the thing which he sells.

9. English Expression for Saying Goodbye

The expression for saying goodbye can indicate to the people will soon meet again and they are parting for not a long time or forever and it can also indicate to the people will be parting for a long time or forever.

Take care. (DATA 14)

The expression was expressed by the staff named Putu Mika Tusnia Dewi with one of his customers named Mr. Heather. The staff uses *Take care* as a simple alternative to saying goodbye at the end of the email. She uses this expression when she is not going to see the client again for least a long time as the customer had already left Bali. This expression is quite a formal and polite form that shows the staff has positive emotions towards the customers. She uses this saying goodbye expression at the end of the email.

10. English Expression for Thanking

The thanking expression is used to show an appreciation to the other people. The expression which the speaker commonly expresses for thanking someone is called thanking expression.

Thanks for bringing the matters into my knowledge. (DATA 15)

The thanking expression (2) is expressed by the staff named Putu Mika Tusnia Dewi has appreciated the Suntransfer staff named Sara el Maidouli who bringing and informed the matter to Baliku Tours and Travel. The thanking expression (3) is expressed by the staff named Putu Mika Tusnia Dewi to the Suntransfer staff named Mr. Marcos who has the patience to waiting for her reply and clarification.

4. CONCLUSION

After the discussion of the analysis, it can be concluded that the English expressions that the reservation staff of Baliku Tours and Travel use in their conversations with their client or colleagues have functions. It can be concluded that based on the level of the formality and politeness of the expressions, most of the English expressions communicated by the reservation staff of Baliku Tours and Travel are formal and polite. The neutral, informal, and impolite expressions which they communicate to the client or colleagues are not in large number. Almost all the staff of Baliku Tours and Travel use the good formality in their expression which they expressed to their client or colleague. It can be seen from the emails that have been collected, almost all the expressions formally used by them.

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