

Research article

English Language Functions Used by Butlers at Pandawa Beach Villas & Spa

Yonatan Eklesia Laia^{1*}, I Made Anggana Jaya², Mirsa Umiyati³, I Gusti Ayu Agung Dian Susanthi⁴

Master of Linguistics, Universitas Warmadewa

ORCID

Mirsa Umiyati: <https://orcid.org/0000-0002-8335-4220>

I Gusti Ayu Agung Dian Susanthi: <https://orcid.org/0000-0003-0779-3907>

Abstract.

English is an international language that is expected to be well-versed in. It can be learned and mastered in school or at a training facility. This paper looked at the different types, functions, and expressions of English used by Butler at Pandawa Beach Villas and Spa. The theories used in this study were those proposed by Blundell and Higgens (1983) in their book *Function in English*, the second theory proposed by Jones (1981) in his book *Function of English*, and the supporting theory proposed by Bruce Tillit and Mary Newton Bruders (1985) in their book *Speaking Naturally*. The research method was broken down into three parts: data source, data collection, and data analysis. Butler staff served as respondents in the study, and the data were collected using a note-taking technique that recorded the conversation between the guest and the butlers. The theory was used to analyze the data. The analysis revealed that the butler was able to communicate with the guest. The butlers used the English functions greeting, asking length of stay, giving price, offering help, requesting, asking for permission, getting information, giving information, apologizing, and thanking to communicate with the guests.

Keywords: sociolinguistic, language function, Butlers at Pandawa Beach Villas & Spa

1. INTRODUCTION

English is an international language used by almost people in the world. By mastering English one will be able to follow development of information so that can absorb information covering various branches of science. In Indonesian English is a foreign language. Learning a foreign language is an integrated process that learners should study the four basic skills, they are listening, speaking, reading, and writing. English can be implemented in science, business, technology, education, and tourism. For that reason, it is important for people to master English in speaking and writing, in order to be able to communicate and socialize with the world community. Indonesia has many interesting places to be visited by foreigners, one of them is Bali. Bali is as popular island tourism destination in Indonesia. As other tourism objects in Bali, Ketewel beach area

Corresponding Author: Yonatan Eklesia Laia; email: jonathanxclusivelaiya@gmail.com

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is also visited by many tourists. therefore, this language is also dominantly spoken by the people who work in the tourism industries located in this area of villas. This tourism object looks beautiful because of having beach with white sand and is good place to see the sunrise. It is due to its beautifulness that many foreign tourists, including those from the different countries, come to visit it.

Therefore, this English language is dominantly spoken by the butler staff located in Pandawa beach villas and spa. We can find some languages used for communication, this occurred since the visitors come from several countries, mostly English as one of the international languages is used in their communication. As butlers in Pandawa beach villas, English is very important for them because most of the visitors who come to Bali usually use English in their communication. Definitely the local people of the island are mostly employed in tourism industry. Therefore, the fact proves that English is required to master by various aspects, English used by butlers in the villa is important to be observed, it is considered that the result of the research later on would bring such a realistic feature about the level of English skill being mastered by the English-speaking staffs. Based on the background, there are several previous studies are used as references in this study. Asdar (2017) conducted a study entitled *An Analysis of Language Function in BPEC (Benteng Panynyua English Club) in Fort Rotterdam*. The findings showed that there were four types of language function and most dominant language function used in BPEC is referential. The participant only used Expressive function, Directive function, Phatic function and Referential function. In addition, Syafitri (2014) also conducted a study which entitle *An Analysis of Language Functions Used by the Main Characters in Twilight Movie*. The results show that there are five language functions out of seven language functions found in the utterances of the main characters of Twilight movie. They are emotive function, directive function, phatic function, and referential function. From fifty utterances, the writer finds 21 referential function, 17 phatic function, 7 emotive function, 12 directive function, and 8 poetic function. Referential function is the mostly used language function since many utterances produced by the addresser give information to the addressee. The second language function that is mostly used is phatic function because when the addresser wants to know something, she/he has to open a conversation with others. The third language function used by the main characters is emotive function, since they often express their emotion to response the addressee. The other language function used by the main characters is directive function since the addresser orders the addressee to do something. Another language function used by the main characters is poetic function because the addresser gives information to the addressee by focusing on the real meaning of the message.

Therefore, Khotimah (2017) also doing similar study entitled The Analysis of Language Functions Used by English Teacher and Student at the Eleventh Grade of SMA N 7 Purworejo in the Academic Year of 2017/2018. The result of the research is in words form. In the result of discussion found that total functions of language used by the teacher and students is 74. The teacher used 31 and the students used 43 of it. In detail, the teacher used 17 utterances (55% data) included into directive, 2 utterances (6.5% data) included into phatic, 9 utterances (29% data) included into referential, and 3 utterances (9.5% data) included into contextual. Meanwhile, the students used 7 utterances (16.2% data) included into emotive, 4 utterances (9.3% data) included into directive, 13 utterances (30.3% data) included into phatic, 1 utterance (2.3% data) included into poetic, 17 utterances (39.6 data) included into referential, and 1 utterance (2.3% data) included into contextual. Among all the functions of language, there are three functions that not used by the teacher. they are emotive, poetic, and metalingual. Meanwhile, the students used all functions of language except metalingual function.

Moreover, based on previous study above, this research is different from those previous study that has been explain before. This research analyze What kinds of functions are commonly used by the butlers in rendering service to the guest of the villa and what the expressions are used by the butler staff to show the functions of the English. In addition, this research aims to describe the function and expressions of English that are commonly used by the butlers in the pandawa beach villas to give more understanding to Butlers staff in general and especially to the English Department students, Faculty of Letters, Warmadewa University

2. METHOD

The data source of this research were the conversations between the butlers of villa and the guests while they were doing villa activities like check in, check out, etc. There are some conversations that were taken as the data of this research. The data of this research were collected by using the method of direct observation, Then, it was taken by recording and note taking technique. It means that in collecting the data I was involved myself in the activities when the butlers of villa Pandawa Bali were serving their guests. This method enabled to watch the use of English expressions by the butlers. The expressions were obtained from the observation were then written on a piece of paper in order to keep the data. After all data were collected, firstly they have been identified and classified into types of English Functions according to the theory applied, Then the functions and expressions were analyzed descriptively based on the

theory of English functions used as the main theory in this research. Explanation and discussion about the English functions used by the receptionists were presented after the quotation.

3. RESULT AND DISCUSSION

After the data were observed and classified, it was found that there were some kinds of expressions used by the butlers. Some of the expressions were good. Some of them belongs to informal English. Before coming to the analysis, it is better for us to mention about the overview of the villa Pandawa Beach and Spa. The data analysis and also the slight overview of this villa are shown in the subs below.

3.1. Function of English Expression

Based on the data which have been obtained from the butler staff of Pandawa beach villas and spa, the English language which was expressed by them to their foreign guests also have their own functions. The English functions which the staff expressed to the guests consist of some kinds. The kinds of the English expressions which have been found to be expressed by them to the guests are the English expressions for the function of: (1) greeting, (2) giving information, (3) getting information, (4) offering help, (5) asking permission and (6) Giving price of things, (7) asking length of stay (8) Requesting, (9) Apologizing and (10) thanking. Further, all of function of English expressions that can be found in the conversation can be seen below:

1. Greeting

Greeting, as explained previously, is the act or words used by a person to greet or welcome another person. The data of the butler staff's formal and informal greeting expressions are: Conversation

Butler: Good Afternoon, Welcome to Pandawa Beach Villas and spa.

Guest: Oh, thank you wow...

Butler: I Would like to introduce myself, I'm Heri as a Butler in here

Guest: ok.

From the conversation above, we can see that there is language function. Function of the expressions is greeting because this expression is used to greet the guest. In this case. The butler staff used the expressions of greeting to open the conversation. The expression "Good Afternoon, Welcome to Pandawa Beach Villas and Spa" is a formal.

It is called formal because it is grammatical form. The butler used this expression when he met the guest for the first time. This expression was said in a polite and friendly way, because 'welcome' is used when the butler met the guest or people.

2. Asking Length of Stay

Length of stay (LOS) means the number of days that a guest stayed in a villa during a single episode.

Conversation.

Butler: How long you stay here?

Guest: 5 days

Butler: oh ok, where are you from?

Guest: Australia

The first underlined expression in the conversation number one belongs to asking length of stay. The butler staff is using formal expressions in greeting foreigners, because the butler just asked about length of stay by using "How long you stay here?" and then this sentence is ungrammatical. The sentence should be like "How long will you be staying here sir?" that was a good sentence and formal way with a guest for asking about length of staying at the villa. The purpose of these expressions was to make sure the scheduled time the guest stayed.

3. Offering Things

An act of making an offer to other people is termed offering. The offering expressions are usually used when we offer someone or people to do something. The English expressions which are used by the staff for the function of offering things to their guests are:

Conversation

Guest: Hello...

Butler: Hello... may I assist you?

Guest: I need a massage,

Butler: oh ok, please wait a minute.

Guest: ok.

The underlined expressions above are the expressions used by the butler staff of Pandawa beach villas for the functions of offering things to their guests. In these expressions, the offerings of the butler staff to their guests are different things. In the expression above, the offering of the butler staff to the villa guest named Darren was

a help, in this case the help of doing something for the guest who wanted to book a massage for himself. His offering expression was expressed before the guest said that he wanted to book it.

4. Requesting

Requesting is one of the English functions that is good to analyze in this chapter. These expressions are to ask another people politely to do something for us some of expression are polite for same situations and condition. If we want to request someone to do something, you politely or formally ask them to do it. For clear expression let's have a look at the following conversation:

Conversation

Butler: Hi... Morning.

Guest: Good Morning.

Butler: Do you need more cup for coffee?

Guest: No, you can keep that one.

The underlined sentence belongs to requesting function. It was requesting function because it was used to request the guest to know about anything. In expression above, the requesting of the butler staff to the villa guest was a help. In this case doing something for the guest who rejected at the end to take more cup for his coffee. These expressions is in formal expressions because it happened in informal situation. and then the butler or guest said "Do you need more cup for coffee". The purpose of these expressions was to make sure the desire and request of the persons.

5. Giving Information

Expressions functioning for giving information, as stated previously, occurs when the speaker wants to explain something which the speaker thinks not to be known yet by people and the speaker of that expression wants to give a descriptive respond to what has been asked by them. The staff's English expressions which are used for this function are shown in the following data:

Conversation

Guide: if we want go to restaurant for dinner and lunch, what can we do?

Butler: we have free shuttle here to sanur,

Guest: oh, ok and return as well?

Butler: yes sure. Actually, we have schedule, in first at 10 o'clock in the morning and second time at 2 o'clock in afternoon.

In this expression, the information which the speaker gave to a guest called Mr. Darren was about information if the guest went to restaurant for dinner and lunch and he gave information free shuttle's schedule for the guest who wanted stay in that villa. In order to make the expressions to be polite expressions, the title of the persons named Mr. Darren and Mr. Brooke should be spoken at the closing of these expressions. Because both of the guest are a married men, the title of the persons used at the end or closing of this expression is the word Sir.

6. Getting Information

Referring to Michael Buckland in his book and titled "Information as Things" (1991) it is stated that, "Information" is also used to denote that which is perceived in "information-as-process": the "knowledge communicated concerning some particular fact, subject, or event; that of which one is apprised or told; intelligence, news.". Their English expressions used for the function of asking for information from their guests are shown in the data below:

Conversation

Butler: Do you have plan for today?

Guest: massage yeah

Butler: already to booked?

Guest: not yet

Butler: You can book an hours before ok? for prepare.

Guest: yes, thanks you.

Based on the data above, it can be explained that the underlined expressions above function for getting information. The information which the butler staff of the expression above got from his guest called Darren was about the guest who wanted to order massage in villa. It can be explained that based on the level of the politeness of the expressions, in the expressions above which is the butler staff used for getting information from their guests were classified as formal expressions. They are said to be in such a classification because they are expressed in a complete structure or in a grammatical way.

7. Giving Price

The expressions for the function of giving price is expressed by a speaker when he is asked by the other persons about the price of the things which he sells. The conversation could be seen in the below:

Conversation

Guest: where we can buy water?

Butler: you can buy here.

Guest: ok good how much?

Butler: Only Ten thousand rupiah

Guest: ok, I want to order 2 bottles.

Butler: ok please wait minute

The underlined sentence above is used to giving price but not in complete. They gave the price in a short answer for made easier. Then the expression was an informal expression because the expression was not a standard English. The good answer or response for the question above is "The price is ten thousand rupiah" Most of the butler staff was able to use the expressions of giving price fluently and clearly, Although, there are some of them used informal ways as in the last conversation above, but there was problem in communication because between the guest and the butler, they understood each other. This expression was categorized as the giving price function because the butler informing about price to the guests.

8. Asking for Permission

To ask permission to someone in order that we are allowed to do something by him is a common thing or event to occur in our conversations. This event can take place in any conversations and at any places. The English expressions which are used for asking permission to the villa guests are also expressed by the butler as follow:

Conversation

Butler: May I have your passports please?

Guest: passport? yes sure.

Butler: thank you, I will be back for check this sir.

Guest: oh ok.

Based on the expressions above, it can be stated that the underlined expression is used by the butler for asking permission from the guest. the expression (1) was spoken by butler staff to his guest named Mr. Darren. In this expression the permission which this butler staff ask to the guest is in this case, that was, to saw and checked the guest's passport. The staff's requests of the permissions are spoken to the guests at the lobby of the villa, especially when the guests would like to check in from the Pandawa villa. This expression was spoken in a formal form or formally. They were said to be in a formal form because they were said in a complete structure which begins with the modal

auxiliary May followed by the pronoun I as the subjects of the expression. Besides in a formal form, these expressions are also spoken in a polite form or politely. They were said to be in a polite form because they were spoken by using the phrase May I as their openings. And then this expression more polite because it was spoken with the word Please as the closing of this expression.

9. Apologizing

When you do something wrong you can save yourself a lot of trouble by apologizing first, before someone complaints to you. In this case it may be even more essential to break it gently in English. The data below showing the English expression for apologizing. Could be seen in the below:

Conversation

Butler: excuse me, I'm so sorry, my female therapist is coming late, because traffic jam.

Guest: that's okay.

Butler: so, you can wait in your villa.

Guest: oh ok, and she come to us?

Butler: yes, just waiting inside the room.

Guest: ok good thank you.

Based on the expressions above, it can be analyzed that the underlined sentence is showing the apologizing function by the guide. In the conversation between the butler staff and the guest. The butler says "I'm so Sorry" as the apologizing function. We can see the conversation tell us about the female therapists is coming to late because the traffic jam. the butler staff used formal and polite expression. he was trying to explain about that mistake and condition of the way to villa. the purpose of this expressions to tell the guest for waiting in their villa because the female therapist was coming to late.

10. Thanking

The expression which the speaker commonly expresses for thanking someone is called thanking expression. The thanking expression is used to see an appreciation to the other people. Their thanking expressions to their hotel guests could be seen in the data below:

Conversation

Butler: Thank you so much for staying with us.

Guest: Thank you, we will see you again.

Butler: of course, I will be waiting for your review.

Guest: ok I'll do it tonight.

The underlined expressions above belong to the thanking expressions. The expressions of thanking expressions occurred at the end of their conversations between the butler and guests. The thanking expression in the conversation above was thanking function because it was used to said thank you to the guest for staying in the villa almost one week with good served by the butler and the guest wanted to back again soon then, at night the guest did the review about that villa. The thanking expressions in the conversation above was characterized as formal expressions because they were expressed in complete structures which mean grammatically. They were also said to be in formal expressions because they use the pronoun You as their opening. This expression was used by the butler staff not for responding thanking expressions but, for giving their guests appreciation. Then, thanking is one of expressions of the real world as reactions or consciousness someone to each other when they had finished something

4. CONCLUSION

Based upon the data analysis, it can be further concluded that the English expressions which are used by butler staff of Pandawa Beach Villas and Spa show various functions. The functions of the English expressions which they have communicated to the tourists are for: greeting, offering something, Requesting, asking length of stay, getting information, giving information, giving prices of things, asking permission, apologizing and thanking. The kind of the greeting expressions which the Butler staff express are mostly related to the expression of the time of the day. The expression which the butlers express to the tourist are mostly related to the guest information about plan of daily activities. Then, the expressions which the butler express for giving the guest information are mostly related to their information about the price when the guest need order something such as water, food, and massage. The apologizing expressions which the butlers express to the guest are mostly related to their apology when the therapists in the spa is coming late. Then the thanking expressions which the butlers mostly express to the guest are those which happen after guest ending the conversations.

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