A STUDY ON REGISTER USED BY FRONT OFFICE EMPLOYEES IN BALAVA HOTEL MALANG

THESIS

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THESIS
This thesis is submitted to meet one of the requirements to achieve
Sarjana Degree in English Language Education

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MOTTOS AND DEDICATIONS

Indeed, God will never burden any soul beyond its power.

(Q. S. Al-Baqoroh: 286).

After the entire struggle you have done, and after all the hell you have been through, there is a success.

(David Cook)

This thesis is dedicated to all people who always pray and give support in finishing this thesis. They are:

1. My endless love, Ayah and Ibu who always have honest sincerity to grow me up, educate, accompany and pray for me until getting success, their support for me at all until I can accomplish this thesis.

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4. My beloved campus University of Muhammadiyah Malang.
AUTHOR'S DECLARATION OF ORIGINALITY

I am aware of and understand the university's policy on plagiarism and I certify that this thesis is my own work, except where indicated by referencing, and the work that presented in it has not been submitted in support of another degree from this or any other university.

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I also declare that this is a true copy of my thesis, as approved by my thesis committee and the English Language Education Department Office.

Malang, 13th July 2019

Tri Lestari
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ABSTRACT

Nowadays, language is part of human subject that development in language and society, which is called sociolinguistics. One of language variation in sociolinguistics is register. Register is a kind of language used by groups of people in different way of speaking such as in the fields of sports, social media, television, and journalism. Not many people used register in their daily life.

This study is about what are the register used of front office employee, it is also explain about what are the meaning and the reason of front office employee to use the register. The research objective are to identify and to discover the register used by front office employee in the Balava Hotel Malang along with the meaning and the reason of using it.

The research method of this study was qualitative descriptive design. It was because the aim of this research was to investigate and analyze the register. So that, the research subject of this study were two senior employees of front office in the Balava Hotel Malang that have been working for four years. Observation and interview were chosen as the technique to collect the data. For the instrument, this study used field note observation, recorder and interview guide.

This study found thirty registers, such as: advance deposit means guarantee the guests reservation that mostly via telephone, incognito means there is a request from the guest to keep secret the guest identity from anyone who asked, room occupied means the number of room that has been occupied by the guest who already check-in, room house use means the room that only used for the hotel staff. Moreover, there were two reasons why front office used those register. First, because it was rule made by Hotel Management. Second, register can help the employee to communicate with other employee are more practical and handily.

Keywords: Balava Hotel, Front Office Employee, Register

Advisor I, The researcher,

Dr. Sri Hartiningsih, M.M. Tri Lestari
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