

ABSTRACT

Jazuli, Imam, 2016. English Jargon Used by Front office Staffs n Five Stars Hotel Surabaya. S1. Thesis English Department Faculty of Language Educational and Letters. Widya Kartika University, Surabaya. Advisor I: Yulius Kurniawan, S.Pd, M.Pd. Advisor II: Drs. Triyanto Siswanto, M.Pd.

Language always develops day by day, this development influences many factors and aspects in language itself include society. Language, human and society are inseparable, different background of many aspects influence how they use their language to show their society. Some of the occupation fields also create their own language and vocabulary to help them do their daily activities. One of the examples is front office staffs who use jargon in their daily operational in the hotel. In this study the writer is interested in analyzing it. This study is aimed at analyzing the jargon used by front office staffs, their meaning the word formation process of the jargon. This study is using qualitative approach. The writer only focused analyzing the English jargons that were used by front office staffs in five star hotel Pullman Surabaya. To find out the English jargon used by front office staffs the writer underlining utterances in the transcription that transferred from recordings of 3 (three) days of front office staffs operational. Besides, the writer also asking the meaning of the jargons to the front office staffs directly. In analyzing the word formation process of the English jargons the writer using theory from Yule (2006). From the result of this study, the writer found that there were 74 (seventy four) jargons underwent seven word formation processes. There are compounding, acronym, derivation, coinage, conversion, multiple process, borrowing.

Keywords: jargon, word formation process, front office staffs.