

AN ANALYSIS OF LANGUAGE FUNCTION USED BY THERAPIST AND GUEST IN RITUAL SPA RAMAYANA RESORT & SPA

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ABSTRACT

This study discusses language function and the expression of language function that aims to determine the types of language function used by the therapist in Ritual Spa Ramayana Resort & Spa, and to analyze the types of language function expression. The study utilizes a study by Tillit and Bruder (1985) as the referenced theory to answer the research problems. The data source is taken from the conversation between the therapists and guests from escorting the guest until giving the ginger tea after doing the treatment. The data was collected by using the observation method, using a voice recorder and note-taking techniques. The transcripts of voice recording were classified into the types of language functions and expression of language function. The data analysis employs the qualitative method. There are 24 data points from twelve conversations. The data was classified into six types of language function and three types of expression. The types of language functions found in the conversations include opening, pre-closing, closing, introduction and address system, invitation, thanking people and replying to thanks, gaining attention and interrupting, as well as agreeing and disagreeing. The expressions include formal, informal, and neutral forms of expression. The data of language function and expression was classified and presented in tables and described narratively in deeper analysis related to the theory.

Keywords: language function, expression, conversation

ABSTRAK

*Penelitian ini berkaitan dengan fungsi bahasa dan ekspresi fungsi bahasa yang bertujuan (1) Untuk mengetahui jenis fungsi bahasa yang digunakan oleh terapis di Ritual Spa Ramayana Resort & Spa dan (2) Untuk menganalisis jenis-jenis ekspresi fungsi bahasa yang digunakan oleh terapis di Ritual Spa Ramayana Resort & Spa. Teori yang digunakan untuk menjawab masalah penelitian ini dituju oleh Tillit dan Bruder (1985) dengan sebuah buku berjudul *Speaking Naturally*. Sumber data penelitian ini diambil dari percakapan terapis dengan tamu sambil mengantarkan tamu sampai memberikan teh jahe setelah melakukan perawatan. Data dikumpulkan dengan menggunakan metode observasi. Oleh karena itu, data direkam oleh perekam suara dan mencatat percakapan. Transkrip rekaman suara diklasifikasikan ke dalam jenis fungsi bahasa dan ekspresi fungsi bahasa. Metode kualitatif adalah digunakan dalam menganalisis data. Ada dua puluh empat data yang ditemukan dalam dua belas percakapan terapis dengan tamu di Spa. Dua puluh empat data diklasifikasikan ke dalam enam jenis fungsi bahasa dan tiga jenis ekspresi. Jenis-jenis fungsi bahasa ditemukan dalam percakapan terapis dan tamu membuka, pra-penutupan, penutupan, pengenalan dan sistem alamat, undangan, berterima kasih kepada orang-orang dan membalas terima kasih, mendapatkan perhatian dan gangguan orang, setuju dan tidak setuju. Ekspresi yang ditemukan*

adalah ekspresi formal, informal, dan netral. Data fungsi dan ekspresi bahasa diklasifikasikan dan disajikan dalam bentuk tabel dan dideskripsikan secara naratif dalam analisis yang lebih mendalam terkait dengan teori.

Kata kunci: fungsi Bahasa, ekspresi, percakapan

1. INTRODUCTION

Language is a set of sentences, each finite in length and constructed out of a finite set of elements (Chomsky, 1957:13). Language and society are two things that cannot be separated. Society is a group of people who have a similar feeling, thought, and rules to realize their purposes. Meanwhile, language is one of the components of society communication. Without language, people cannot speak or communicate with each other. That is why language and society cannot be separated. One of the sciences of language is linguistics. Linguistics is a science as well as physics and chemistry is a science (Bloomfield, 1933:20).

Sociolinguistics is a part of linguistics that studies the relationship between language and society. In a society communication, there are many variants of the language, one of them is register. Wardhaugh (2006:52) defines register assets of language items associated with a discrete occupational or social group. A register is a variant of language that is used in a community only, and cannot be understood by communities.

Language function refers to the purposes in which we use language to communicate. We used language for a variety of formal and informal purposes, and specific grammatical structure and vocabulary are often used with each language function. There are some examples of language function include that we have able to know such as opening, pre-closing, closing, introduction and addressing system, invitation, thanking people and replying thanks, apologizing,

expressing anger and resolving conflict, giving compliments and replying compliments, giving people's attention and interrupting, agreeing and disagreeing, controlling the conversation, and getting information and kinds of expression. There are three kinds of expression which are Formal expression, Informal expression, and Neutral expression (Tillit and Bruder, 1985). 1) The formal expression is used in a formal situation when having a conversation with the people in higher status, and with the stranger (Tillit and Bruder, 1985: vii). The formal expression usually tends to use correct grammar, complete sentences, and use the selection of polite vocabulary. 2) The informal expression is used in an informal situation when having a conversation with friends, colleagues, or family (Tillit and Bruder, 1985: vii). 3) The neutral expressions are the expression which can be used in both formal and informal situation (Tillit and Bruder, 1985: vii). Neutral expressions are used depends on the situation when having a conversation. The purpose of neutral is to compare or mixed both formal and informal expression in a conversation or both or the formal and informal expression into a sentence. Language function usually used in a formal and informal situation such as in convention, meeting, and also in the tourism.

Tourism was a journey that is done for a while, which was held from one place to another leaving its place, with the plan and with the intention of not for a strive or to make a living in the places visited, but simply for a enjoy leisure activities or meet

the diverse desires (Sihite, 2000:46-47). One of the best tourisms in the world is Bali. Tourists come to Bali to know and learn about Balinese culture and tradition, such as the Balinese language, traditional costume, greeting, and food. Those are the key or the power that make the tourist interest to come. The tourists do the tour plan not only one or two days but that can until one week. For traveling the customers need accommodation, like a hotel, villa, homestay, bungalow, and many more. The other one that important for someone who does the journey is food. Many restaurants in Bali serve Balinese food, Chinese food, Indonesian food, Japanese food, and also Western food. After doing the tour the tourists feel so tired, because the time for the tour package for one day is 8-12 hours, so it makes the tourist need time for relaxing the body. One of the good choices to do the relaxing the body is in SPA and the massage which are done by the therapist.

A therapist is a person skilled in a particular kind of therapy with a certified massage therapist. The therapist not only focuses on the massage but also the therapist should have good communication with the customer (Rauch,2016). SPA is also one of the hotel facilities. One of the Spa in the hotel is Ritual Spa in Ramayana

The presentation of actual and accurate data was determining the accuracy of the research and its output in a scientific writing. The data was collected from the right source, should undergo the processing stage, and through a systematic. The method means a way or method of doing something. Thus, the writer has done some series of data processing according to the right manner of scientific methodology in this research.

The data were taken from the conversation between the therapist in Ritual Spa with the guest, in this case, are

Resort & Spa. That located in Bakung Sari street, Kuta, Badung Bali. Ritual Spa has five rooms of treatment consist of three single rooms and two couple rooms, one salon, and one balcony. The customers that usually come to Spa is foreigner, they come from Australia, United State, United Kingdom, Japan, China, Philippines and many more.

The researcher focuses on analyzing the language function used by the therapist. According to Tillit and Bruder (1985), language functions are purposed for which people speak or write. The researcher found the data in Ritual Spa Ramayana because the researcher has gotten training there and that made it easier to find the data. The researcher is interested to analyze language function and expression by the therapist in Ritual Spa because it is important to communicate with foreigners correctly and using language function appropriately. Entertaining the guest is a must for all of the therapists. According to that fact, almost all the therapist that has more intensively to meet with the guest should complete themselves enough skill in spoken English or at least they understand what the guest wants. This is why English is really important for the tourism aspect, especially in tourism.

2. RESEARCH METHODS

foreigners and who got the massage therapy. Previously, this research explained the definition of the therapist and the data source was collected by observing the conversation between the therapist and the guest. The period of collecting the data was in three weeks. It started from November 15th to December 6th, 2019. Ritual Spa was chosen as the place to the research because the researcher had been training in Ritual Spa that makes it easier to take the data.

Ritual Spa is located at Jl. Bakung Sari, Kuta, Badung, Bali. The location is in Ramayana Resort & Spa. The guest in other

hotels can come to Ritual Spa not just for getting a massage and they also can get manicure and pedicure services Spa. The location is inside the hotel, so it makes the situation more tranquil and the guests feel very relaxed. The therapists were taken as the population in this research. Ritual Spa has a total of 9 employees which are divided into two shifts of work. The population of therapists in Ritual Spa is 6 staff, who came from different backgrounds

of educations and ages. This study took the sample from the conversation all of the therapists, based on the theory from Sugiyono (2001:61) that saturation sampling is all the population as a sample if the population is less than 30 people. These all the therapists were the senior therapist at Ritual Spa, who has worked for more than one year and knowing about the standard operating procedure at Ritual Spa.

Table 1. Profile of the Therapists in Ritual Spa Ramayana Resort & Spa

No	Name	Position	Length of work
1	I Made Darnata	Senior Therapist	12 years
2	Ni Luh Marlina Defi	Senior Therapist	6 years
3	Trisna Puspita Devi	Senior Therapist	7 years
4	Luh Gede Windayanti	Senior Therapist	2 years
5	Luh Seli Librayanti	Senior Therapist	2 years
6	Sriani	Senior Therapist	5 years

The data of the research used the observation method. The conversation between the therapist and guest at Ritual Spa was recorded by using a voice recorder. There were several steps in collecting the data as follows:

- (1) Having permission to the supervisor at Ritual SPA,
- (2) Recording the voice and taking note the conversation between the therapist and the guest. There were 2 therapists being recorded in one day,
- (3) Repeating listening to the voice recording until the data of the conversation between therapist and guest was gotten,
- (4) Making a transcript of what the therapist and the guest said in the conversation,

3. DISCUSSION

The language functions and expressions found in the conversation of the therapist at Ritual Spa Ramayana Resort

- (5) Classifying all of them into part of language function and the expression.

The analysis data used a qualitative method to find out the answer from the problems of the study. First, the conversation between therapists and the guest were analyzed and classified in the categorized of language function that theory proposed by Tillit and Bruder (1985). Then the conversation between therapists and the guest was analyzed in the categorized of English expression that is regarding the book entitled *Speaking Naturally* proposed by Tillit and Bruder (1985). The data were analyzed with a percentage of each expression. The method in analyzing the data was done by presenting the data in the forms of conversation and finally by giving comments on the data.

and Spa are explained in this chapter. This research used the theory of Tillit and Bruder (1985) to analyze the data from the book

Speaking Naturally. The types of language function and expressions which found in the conversation of the therapist with the guest were categorized and explained based on the types of language function opening,

3.1 Opening

Opening a conversation and bringing a conversation to the end are essential to everyday language. Opening or greeting has a purpose to establish the contact, showed the friendliness with the

Data 1

Therapist : **“Good morning”**
 Guest : “Good morning”
 Therapist : “I am Sri as your therapist today”
 Guest : “Nice to meet you Sri”
 Therapist : “Are you ready mam?”
 Guest : “Yes I am ready”
 Therapist : “Follow me please mam”
 Guest : “Sure thanks.”
 Therapist : “How are you today?”
 Guest : “I am good, how about you?”
 Therapist : “I am good thank you, where are you from?”

From data 1, there is a language function of opening the conversation which was used by the therapist when greeting the guest. The expression of “*Good morning madam*” presents that the therapist wanted to greet the guest who comes to the spa in the morning for doing the treatment. The expression used by the therapist in the conversation above is a formal expression because the situation is occurred in formal situation. When the therapist said “*Good morning madam*”, the guest also responded by saying “*Good morning*”. The

3.1.2 Informal Expression

Data 2

Therapist : **“Morning, ready?”**
 Guest : “Morning, yes ready”.

pre-closing, closing, introduction and addressing system, invitation, thanking people and replying to thanks, getting people’s attention and interrupting, and the last is agree and disagree.

interlocutors, and as the first impression. The opening consists of three levels of formality expression which are formal, informal and, neutral expression.

3.1.1 Formal Expression

Guest : “I am from Australia.”
 Therapist : “How long you will stay here?”
 Guest : “I stay for 1 week”
 Therapist : “Alright miss, this is your room, please put your bag inside and we have panties for you, please take off your dress and use the kimono. If you are ready please ringing this bell and I will waiting outside.”
 Guest : “Yes sure. Thank you”
 (Ritual Spa, 30-Nov;11am)

expression “*Good morning madam*” is categorized as formal expression because the therapist and the guest had never meet before, then both of them used formal expression to greet each other. In the data above, the therapist also used formal addresses system which is “*madam*”, to show the respect of the therapist when greeting the guest politely. According to Tillit and Bruder (1985), the expression of “*Good morning*” informally used in formal situation.

Therapist : “With me mam, I am Shelly, I will escort you to your room.”
 Guest : “Terima kasih.”

Therapist : “Where are you from?”
 Guest : “I am from Phipi, this is my first time come to Bali.”
 Therapist : “Welcome to Bali mam, hope you will enjoy with your holiday.”
 Guest : “Thank you”
 Therapist : “So mam, your treatment is aromatherapy massange, that is 1 hour, is that enough for you? Because I see that you are very tired, it’s better if you take 90 minutes, so you can more relax mam.

Based on the data above, the therapist used the language function of opening the conversation when handling the guest in the morning. It can be seen clearly from the expression of “*Morning ready?*” which represented the type of opening the conversation by greeting the guest. The therapist used informal expression when greeting the guest because she has known the guest who is a repeater guest at the hotel. According to the theory proposed by Tillit and Bruder (1985: vii)

3.1.3 Neutral Expression

Data 3

Therapist : “**Morning, how are you?**”
 Guest : “Good thank you”
 Therapist :” So, I am Nina as your therapist, where are you from sir?”
 Guest : “I am from Australia.”
 Therapist : “Oh I see, so this is not your first time come to Bali right?”
 Guest : “Yes I have been many time come to Bali. “
 Therapist : “Well Mr, this is your room, the name is Dana’s room. So you will take the treatment for 2 hours, starting from body scrub,

But depending of you, I just suggest you.”
 Guest : “Hmm... I agree with you, so I take 90 minutes.”
 Therapist : “So you are agree with me, and this is your room. Please use this underwear and use the kimono. You can change first and after you finish ringing this bell and sit here and I will wait outside.”
 Guest : “Thank you shelly.”
 (Ritual Spa, 3-Dec;10.30)

the word “*Morning*” is normally used in the informal situation when having a conversation with friends or to greet someone that they well-known. In the situation above the therapist has known the guest who stays at the hotel and always has treatment at Spa. The guest in the conversation above also used informal expression when responded the greeting from the waiter by saying “*morning*”. The formal form of “*Morning*” can be expressed by “*Good morning Sir*”.

body massage, and the last is facial.”
 Guest : “Yes right”
 Therapist : “Before you do the treatment, would you like to put your bag and anything in the drawer and than lock it. After that use this panties and change your clothes with kimono. After that if you are ready please ringing this bell, I will waiting outside.”
 Guest : “Alright thank you”
 (Ritual Spa, 3-Dec;10:15am)

From data 3 there is the conversation of expression **“Morning, how are you?”** represented the language function of opening the conversation. The sentence spoken by the therapist is categorized as the part of opening the conversation because the therapist wanted to open the conversation by greeting the guest who came to the Spa, and asked the condition of the guest. The expression **“Morning, how are you?”** can be categorized into a neutral expression, because this expression can be used both in a formal and informal situation. According

to theory from Tillit and Bruder (1985), the word “Morning” is commonly used in an informal situation and “*how are you*” is normally used in a formal situation when asking the condition of the guest. Therefore, the expression **“Morning, how are you?”** can be categorized as the neutral expression because the therapist mixed both of the formal and informal expressions in one sentence. In this sentence, the therapist used the informal expression of **“Morning”** when greeting the guest and continued to use the formal expression by using **“how are you?”** to ask the condition of the guest.

3.2 Pre-closing

Pre-closing is the signal to end the conversation (Tillit and Bruder, 1985: 1). The therapist usually is to give the signal or sign when they would like to end the conversation with the guest at Spa. The

therapist will give the sign when they think the conversation is enough or when the therapist finished the treatment or explaining the guest before the treatment.

3.2.1 Formal Expression

Data 4

Therapist : “Good morning madam”
 Guest : “Good morning”
 Therapist : “My name is Sri as your therapist”
 Guest : “Nice to meet you Sri”
 Therapist : “Are you ready mam?”
 Guest : “Yes I am ready”
 Therapist : “Follow me please”
 Guest : “Sure thanks”
 Therapist : “How are you today?”
 Guest : “I am good, how about you?”
 Therapist : “I am good thank you, where are you from?”

There is a language function of pre-closing which used by the therapist found in data 4. The therapist used the language function of pre-closing in the data above because she wanted to give a sign to end the conversation with the guest and brought the conversation to the end. The therapist

Guest : “I am from Australia”
 Therapist : “How long you will stay here?”
 Guest : “I stay for 1 week”
 Therapist : “Alright miss, this is your room, please put your bag inside and we have panties for you, please take off your dress and use the kimono. **If you are ready please ringing this bell and I will waiting outside.**”
 Guest : “Yes sure, thank you.”
 (Ritual Spa,
 30-Nov;11am)

wanted to give a signal to end the conversation after the therapist told the guest what the guest should do before doing the treatment. At the end of the expression, the therapist added **“I will waiting outside”** to ensure that the therapist will be waiting for the guest outside the room. The

expression, *“If you are ready please ringing this bell and I will waiting outside”* is categorized as the formal expression because the situation happened in the formal situation. The therapist used the formal expression in this conversation

3.2.2 Informal Expression

Data 5

Therapist : “Hello, how are you?”
 Guest : “Good thank you.”
 Therapist : “So, I am Nina as your therapist, where are you from sir?”
 Guest : “I am from Australia.”
 Therapist : “Oh I see, so this is not your first time come to Bali right?”
 Guest : “Yes I have been many time come to Bali.”
 Therapist : **“Well Robet, this is your room, the name is Dana’s room. So you will take the treatment for 2 hours,**

The sentence *“Well Robet, this is your room, the name is Dana’s room. So you will take the treatment for 2 hours, starting from body scrub, body massage, and the last is facial”* is categorized as the part of language function of pre-closing. The therapist used pre-closing to give sign or signal to end the conversation with the guest. The therapist wanted to give a sign to end the conversation with explain and make sure the treatment that the guest will do. The therapist used informal expression in this conversation because saying *“Well Robet”*. It is categorized into informal

3.2.3 Neutral Expression

Data 6

Therapist : “Excuse me mam, follow me please, I bring ginger tea for you.”
 Guest : “Okay”
 Therapist : **“This is our balcony mam, have a sit please.**

because the therapist wanted to give good respect for the guest politely when telling the guest and make sure the guest understands. The therapist also told the guest politely by saying “please” in the middle of the sentence of this conversation.

starting from body scrub, body massage, and the last is facial.”

Guest : “Yes right”
 Therapist : “Before you do the treatment, would you like to put your bag and anything in the drawer and than lock it. After that use this panties and change your clothes with kimono. After that if you are ready please ringing this bell, I will waiting outside.”

(Ritual Spa, 3-Dec;10:15am)

expression because the therapist called the guest name and the guest has done the treatment at Spa before. The therapist wanted to make sure to the guest that the treatment will do in 2 hours treatment. Informal expression is used by the therapist when handling the guest because the guest was repeater guest. The expression of *“Well Robet, this is your room, the name is Dana’s room. So you will take the treatment for 2 hours, starting from body scrub, body massage, and the last is facial”* which spoken by the therapist normally used in informal situation.”

This is ginger tea for you, please enjoy.”

Guest : “Thank you so much”
 Therapist : “Very welcome mam, thank you for doing the treatment here.”
 (Ritual Spa, 01-Dec;12.45pm)

Based on data 6, there is a language function of pre-closing used by the therapist when handling the guest at the Spa. The expression of ***“This is our balcony mam, have a sit please. This is ginger tea for you, please enjoy”*** can be categorized as pre-closing because in the conversation above the therapist showed a sign to end the conversation with the guest. The expression used by the therapist is neutral expression because the situation happened in both formal and informal situation. The expression of *“this is our balcony mam,*

Closing is the end of the conversation (Tillit and Bruder, 1985: i). The therapist usually used closing when the conversation has ends or the guest wanted to leave the Spa. The expression indicated

3.3.1 Formal Expression

Data 7

Therapist : “Yes please Sir, we have ginger tea for you.”

Guest : “No thank you, that enough.”

From data 7, the language function used by therapist in closing. It can be seen from the therapist’s utterance ***“Alright Sir, thank you for coming, have a good day”***. This sentence can be categorized as part of closing because the therapist ended the conversation by saying *“good day”* to the guest. In order to close the conversation, the

3.3.2 Informal Expression

There is a language function found in data 8 that belonged to the type of closing the conversation. The sentence ***“Have a nice day, bye bye”*** can be categorized as a

have a sit please” commonly used in formal expression while the expression *“this is ginger tea for you, please enjoy”* which spoken by the therapist normally used in informal expression. Therefore, the expression of *“This is our balcony mam, have a sit please. This is ginger tea for you, please enjoy”* is a mixed sentence of normal and informal expression from therapist's utterance.

3.3 Closing

the closing expression, such as “goodbye”, see you tomorrow” and others. In closing consist of three levels of expression such as formal, informal, and, neutral expression.

Therapist : “Are you sure you dont want ginger tea Sir?”

Guest : “Yes, I am sure.”

Therapist : **“Alright Sir, thank you for coming, have a good day.”**

Guest : “Thanks, byee.”
(Ritual Spa, 30-Nov;12:30)

therapist tried to show a good impression and wish to the guest by saying *“have a good day”*. The therapist used formal expression when closing the conversation above because the therapist wanted to show the impression to the guest before the guest leave from the Spa.

Data 8

Therapist : “Thank you for coming”

Guest : “Thank you”

Therapist : **“Have a nice day, bye bye”**

Guest : “You too, bye”
(Ritual Spa, 30-Nov;12:00pm)

part of closing, because the therapist closing the conversation after the therapist gave the guest ginger tea at the balcony. The expression of data 8 can be categorized into an informal expression because the

situation also in an informal situation. The therapist when handling the guest with less formal because the therapist has known the

3.3.3 Neutral Expression

Data 9

Therapist : "Are you finish?"
 Guest : "Yes"
 Therapist : "I have ginger tea and fruit for you, I put in the balcony."
 Guest : "Oh.. thanks"
 Therapist : "Very welcome Sir. How was your treatment?"
 Guest : "It was wanderfull, I am very relax until I sleep."
 Therapist : "Yes because you are very relaxed, how about the oil sir? Do you like it?"
 Guest : "Yes, the oil in here is different with other spa, and the smell also."
 Therapist : "Of course Sir, because we use good quality for our

The expression "*Thank you so much Sir, Hope you will come again. Bye.*" can be categorized as a part of closing in the type of language function. The therapist used the language function of neutral expression because the therapist wanted to end the conversation with the guest with give good impression. The responded by saying "*Thank you so much Sir, Hope you will come again. Bye.*" Based on the theory proposed by Tillit and Brider (1985), the expression of "bye" is the part

People need to introduce their own self when meeting with others for the first time in a conversation. When making an introduction, people need to understand some formulas in a polite way to know how to call the participants. Some information

3.4.1 Formal Expression

Data 10

Therapist : "Good morning madam."

guest. The expression used by the therapist "bye-bye" when closing the conversation.

product, and if you want the oil, we also sell it."
 Guest : "Yes, that's sound good. I would like to buy the oil. How much?"
 Therapist : "Well Sir, please you come to our reception, you can buy there and taste first. That is around Rp. 100.000 or Rp. 150.000 per pack, that have 2 bottles inside."
 Guest : "Thank you so much for your information. Nice to talk with you. You also good massage."
 Therapist : "**Thank you so much Sir, Hope you will come again. Bye.**"
 Guest : "Bye bye."
 (Ritual Spa, 30-Nov;15:10pm)

of closing when would like to end the conversation in an informal way. A neutral expression used in this conversation because the situation of the conversation happened is both formal and informal in one sentence. The word "bye" commonly uses in an informal situation, while the expression "*thank you so much Sir*" is represented the way to respect someone in a formal way. The data above categorized into a neutral expression.

3.4 Introduction and Addresses System

about the people being introduced, so they have some ground to begin a conversation (Tillit and Bruder, 1985: 15). There were two data above are a formal and informal expression of introduction.

Guest : "Good morning"
 Therapist : "**My name is Sri as your therapist.**"
 Guest : "Nice to meet you Sri"

Therapist : “Are you ready mam?”
 Guest : “Yes I am ready”
 Therapist : “Follow me please”
 Guest : “Sure thanks”
 Therapist : “How are you today?”
 Guest : “I am good, how about you?”
 Therapist : “I am good thank you, where are you from?”
 Guest : “I am from Australia.”
 Therapist : “How long you will stay here?”

From data 10, there is one of the language functions used by the therapist when started to handle the guest. Based on the conversation “*My name is Sri as your therapist*”. Represented into the language function of introduction and address system, because the therapist named Nina wanted to introduce herself to the guest.

3.4.2 Informal Expression

Data 11

Therapist : “Morning, ready?”
 Guest : “Morning, yes ready.”
 Therapist : “**With me mam, I am Shelly, I will escort you to your room.**”
 Guest : “Terima kasih.”
 Therapist : “Where are you from?”
 Guest : “I am from Phipi, this is my first time come to Bali.”
 Therapist : “Welcome to Bali mam, hope you will enjoy with your holiday.”
 Guest : “Thank you”
 Therapist : “So mam, your treatment is aromatherapy massange, that is 1 hour, is that enough

The expression of “*With me mam, I am Shelly, I will escort you to your room*” was found in data 11 that showed the part of language function. The language function was found in the data, it is categorized into an introduction and address system, because the therapist gave the information that she wanted to escort the guest after the therapist introduced

Guest : “I stay for 1 week”
 Therapist : “Alright miss, this is your room, please put your bag inside and we have panties for you, please take off your dress and use the kimono. If you are ready please ringing this bell and I will waiting outside.”
 Guest : “Yes sure. Thank you”
 (Ritual Spa, 30-Nov;11am)

The therapist used the addressing system by saying the position of her “*as your therapist*” that follows after introduce herself. The expression which was used in the data above is a formal expression because the therapist did not know the guest before and want to give a good impression to the guest.

for you? Because I see that you are very tired, it’s better if you take 90 minutes, so you can more relax mam. But depending of you, I just suggest you.”

Guest : “Hmm... I agree with you, so I take 90 minutes.”
 Therapist : “So you are agree with me, and this is your room. Please use this underwear and use the kimono. You can change first and after you finish ringing this bell and sit here and I will wait outside.”
 Guest : “Thank you shelly.”
 (Ritual Spa, 3-Dec;10.30am)

herself. The expression categorized into the informal language function of the introduction and address system because the conversation above happened in the informal situation. The therapist direct introduced herself directly without saying “*My name is Shelly*” like in a formal situation.

An invitation consists of requesting someone's presence, stating the specific event, setting the time and place. Spoken invitations are fine for most occasions, but for certain special events, such as a wedding, baby shower, formal written,

3.5.1 Informal expression

Data 12

Therapist : **"Yes Sir, with me Winda, are you ready?"**

Guest : "Yes I am ready"

Therapist : "Follow me please, the room on the up stairs."

Guest : "Okay"

Therapist : "Where are you from Sir?"

Guest : "I am from Tasmania, are you Balinese?"

Therapist : "Yes Sir, you are come to Bali alone Sir?"

In this data above, the language function was used by the therapist when handling the guest. This data is categorized as a part of the invitation. The expression in data 12 of **"Yes Sir, with me Winda, are you ready?"** that indicates with the way with inviting someone to follow her to the

Many different situations call for an expression of thanks. As in the case of invitations, it is sometimes appropriate to send formal, written thank-you letters and cards. In this unit, however, we were

3.6.1 Informal Expression

Data 13

Guest : "Thank you so much you are good therapist."

Therapist : **"Thank you, are you feel relax?"**

Guest : "Yes, very relax."

3.5 Invitation

invitations are traditionally sent (Tillit and Bruder, 1985: 26). The invitation also used when handling the guest at the Spa to try something. The data found for the invitation is data for informal expression.

Guest : "No, I come to Bali with my friend"

Therapist : "Yes Sir, this is your room, put anything inside, change with kimono and use this underwear. If you ready please ring this bell, I will waiting outside."

Guest : "Thank you"

(Ritual Spa, 01-Dec;16:00pm)

room. The expression of this data is categorized into an informal expression because the situation happened is an informal way. It can be seen from the conversation that the therapist opens the conversation with less polite.

3.6 Thanking people and Replying to Thanks

concerned only with spoken language. (Tillit and Bruder. 1985:34). The data of thanking people and replying to thanks consist of informal expression.

Therapist : "Do you like the tea?"

Guest 1 : "Yes, I like, difficult for us to find something like food or drink right now less or without sugar."

Guest 2 : "Sugar is bad for our body."

Therapist : "Yes of course, we make ginger tea every day, so that's is fresh."

Guest 2 : "Can I have more tea?"

Therapist : “Wait a moment please, I back and bring tea for you.”
Guest 2 : “Thank you”

From data 13, there is a language function of the therapist's utterance to repaying thanks when having a conversation with the guest. The sentence of “*Thank you, are you feel relax?*” can be

3.7 Interrupting

There is a certain occasion when you must interrupt people who are in the middle of doing something else. It is important to know how to do this, as well as when it is socially acceptable to do it. (Tillit and Bruder. 1985:74). Most people

3.7.1 Informal Expression

Data 14

Therapist : “Good morning madam.”
Guest : “Good morning”
Therapist : “My name is Sri as your therapist.”
Guest : “Nice to meet you Sri”
Therapist : “Are you ready mam?”
Guest : “Yes I am ready”
Therapist : “**Follow me please**”
Guest : “Sure thanks”
Therapist : “How are you today?”
Guest : “I am good, how about you?”

Based on data 14, the language function of therapist's utterance is part of interrupting. The therapist in the conversation of the sentence “**Follow me please**”, it's mean that the therapist wanted

3.8 Getting People's Attention

There is a certain occasion when you must interrupt people who are in the middle of doing something else. It is important to know how to do this, as well as when it is socially acceptable to do it.

Therapist : “Very welcome, please wait.”
(Ritual Spa, 28-Nov;13.45pm)

categorized into a type of language function of replying to the thanking of the guest when say that she is a good therapist. The therapist's expression is informal because of the situation that happened informally.

do not mind interruptions if they are short ones. The example below shows an interrupting expression. There is the data found in interrupting is an informal expression.

Therapist : “I am good thank you, where are you from?”
Guest : “I am from Australia.”
Therapist : “How long you will stay here?”
Guest : “I stay for 1 week”
Therapist : “Alright miss, this is your room, please put your bag inside and we have panties for you, please take off your dress and use the kimono. If you are ready please ringing this bell and I will waiting outside.”
Guest : “Yes sure. Thank you”
(Ritual Spa, 30-Nov;11am)

to tell the guest to follow her to the room treatment. The sentence of “*Follow me please*” is categorized as an informal expression of interrupting someone, in the situation is an informal way.

(Tillit and Bruder. 1985:74). Most people do not mind interruptions if they are short ones. The example below shows an interrupting expression. There is the data

found in interrupting is an informal expression.

3.8.1 Informal Expression

Data 15

Therapist : “Good afternoon, how are you today?”
 Guest : “Good afternoon, I am good, how about you?”
 Therapist : “I am good thank you. Where are you from Sir?”
 Guest : “I am from Australia.”

The data 15 can be categorized into the language function of Getting People Attention with used Informal expression. The expression of the therapist “*Well Sir*”

In talking about almost anything and especially discussing certain topics, such as religion, sports, the economy, or politics, you hear many opinions expressed. You will probably agree with some and disagree with others. This section describes appropriate ways of doing this in English

3.9.1 Informal Expression

Data 15

Therapist : “Morning, ready?”
 Guest : “Morning, yes ready.”
 Therapist : “With me mam, I am Shelly, I will escort you to your room.”
 Guest : “Terima kasih.”
 Therapist : “Where are you from?”
 Guest : “I am from Phipi, this is my first time come to Bali.”
 Therapist : “Welcome to Bali mam, hope you will enjoy with your holiday.”

Therapist : “**Well Sir** this is your room, please come inside, now you can change with kimono and also with this underwear. You can keep your bag in the drawer. If you are ready just ringing this I will waiting in the outside.”

Guest : Greet thank you.

is categorized into getting people’s attention because the therapist gave the guest signal to listen to the therapist’s instruction by getting the guest’s attention.

3.9 Agreeing

(Tillit and Bruder. 1985:85). It is easy to agree with someone, on any level of formality. A person who always agrees with someone else and never has an individual opinion is not respected. The types of language function that found the data informal expression for the agreeing type.

Guest : “Thank you”
 Therapist : “So mam, your treatment is aromatherapy massange, that is 1 hour, is that enough for you? Because I see that you are very tired, it’s better if you take 90 minutes, so you can more relax mam. But depending of you, you will agree with me or not.”

Guest : “**Hmm... I agree with you, so I take 90 minutes.**”

Therapist : “So you are agree with me, and this is your room. Please use this underwear and use the kimono. You can change first and after you finish ringing this bell and sit here and I will wait outside.”

Guest : “Thank you shelly.”
 (Ritual Spa, 3-Dec;10.30am)

From the data above, one of the types of language functions of the therapist's utterance is categorized as an agreeing type. The expression of the "*Hmm... I agree with you, so I take 90 minutes*" is categorized as

3.10 Disagreeing

When you disagree directly you should be sure of your facts, because being wrong will require an apology (Tillit and Bruder.

3.10.1 Informal Expression

Data 16

Therapist : "Yes please Sir, we have ginger tea for you."

Guest : "**No thank you, that enough.**"

That is the type of language function found in the data 18 that belonged to the type of disagreeing. The sentence of the conversation "*No thank you, that enough*" is categorized as an informal expression of disagreeing. The guest in that

Compliments express approval, and their main purpose is to show that you like some aspect of the other person's appearance, belongings, or work. This

3.11.1 Informal Expression

Data 19

Therapist : Are you finish?

Guest : Yes

Therapist : I have ginger tea and fruit for you, I put in the balcony.

Guest : Oh.. thanks

Therapist : Very welcome Sir. How was your treatment?

Guest : It was wanderfull, I am very relax until I sleep.

an informal expression of language function because the guest agrees with the statement that the therapist gave.

1985:88). One of the disagree data is an informal expression.

Therapist : "Are you sure you dont want ginger tea Sir?"

Guest : "Yes, I am sure."

Therapist : "Alright Sir, thank you for coming, have a good day."

Guest : "Thanks, byee."

(Ritual Spa, 30-Nov;12:30pm)

situation disagrees with the statement that the therapist said, when the therapist said have ginger tea and the guest doesn't want to have ginger tea, so that categorize into the language function of disagreeing with informal expression.

3.11 Giving Compliments and Replying Compliments

reassures the other person that his or her taste, appearance, etc. (Tillit and Bruder, 1985:66).

Therapist : Yes because you are very relaxed, how about the oil sir? Do you like it?

Guest : "Yes, the oil in here is different with other spa, and the smell also."

Therapist : "Of course Sir, because we use good quality for our product, and if you want the oil, we also sell it."

Guest : "Yes, that's sound good. I would like to buy the oil. How much?"

Therapist : "Well Sir, please you come to our reception, you can

buy there and taste first. That is around Rp. 100.000 or Rp. 150.000 per pack, that have 2 bottles inside.”

Guest : “Thank you so much for your information. **Nice to**

Based on the data 19, the conversation has a language function of Giving Compliments and Replying Compliments and Replying Compliments, it can saw from the sentence “*Nice to talk with you. You also good massage*”. The

3.12 Getting Information

Many Americans are quite free with information about their children, their health, their friends, and neighbors. Once

3.12.1 Informal Expression

Data 20

Therapist : Are you finish?
 Guest : Yes
 Therapist : I have ginger tea and fruit for you, I put in the balcony.
 Guest : Oh.. thanks
 Therapist : Very welcome Sir. How was your treatment?
 Guest : It was wanderfull, I am very relax until I sleep.
 Therapist : Yes because you are very relaxed, how about the oil sir? Do you like it?
 Guest : “Yes, the oil in here is different with other spa, and the smell also.”
 Therapist : “Of course Sir, because we use good quality for our

Getting information is one type of language function. It can be seen from the therapist's utterance. The therapist gave the information to the guest about the using and price of oil “*Well Sir, please you come to our reception, you can buy there and taste*

talk with you. You also good massage.”

Therapist : “**Thank you so much Sir, Hope you will come again. Bye.**”
 Guest : “Bye bye.”
 (Ritual Spa, 30-Nov;15:10pm)
 guest gives compliments to the therapist about nice talking with the therapist and a good massage for the therapist. Moreover, the therapist replied directly to the compliment by saying “*Thank you so much Sir*”.

again, these customs vary according to regional differences (Tillit and Bruder. 1985:104).

product, and if you want the oil, we also sell it.”

Guest : “Yes, that’s sound good. I would like to buy the oil. How much?”

Therapist : “**Well Sir, please you come to our reception, you can buy there and taste first. That is around Rp. 100.000 or Rp. 150.000 per pack, that have 2 bottles inside.**”

Guest : “Thank you so much for your information. Nice to talk with you. You also good massage.”

Therapist : “Thank you so much Sir, Hope you will come again. Bye.”

Guest : “Bye bye.”
 (Ritual Spa, 30-Nov;15:10pm)

first. That is around Rp. 100.000 or Rp. 150.000 per pack, that have 2 bottles inside”. It is categorized into an informal expression because the therapist knew about the guest and the word “*well*” can be categorized into the informal expression.

4. CONCLUSION

Based on the analysis in the previous chapter, there are some points which can be summarized as the conclusion in this study. There are nine kinds from the eleven types of language functions used by the therapist and the guest in Ritual Spa Ramayana Resort and Spa. Those are *Opening, Pre-Closing, Closing, Introduction and address system, Invitation, Thanking People and Replying to Thanks, Getting People Attention and Interrupting, Agreeing and Disagreeing, Controlling the Conversation, Giving Compliments and Replying Compliments, and Getting Information*. There is no language function of apologizing, expressing anger and resolving conflict, giving compliments and replying compliments, and getting information.

The most language function of the therapist and the guest utterance in the Ritual Spa Ramayana Resort and Spa are *Opening, Pre-Closing, and Closing* with 15 data or 50%. It happens because the opening conversation is important. The guest will get the first impression and the conversation should be closed well. The second language function of *Getting People Attention and Interrupting* have 4 data or 13,33%. The third one is *Introduction and Addressing System* with 3 data or 6,66%. The fourth is *Thanking People and Replying to Thanks, Agree and Disagree* with 2 data or 3,33%. The last are

Invitation, Controlling the Conversation, Giving Compliments and Replying Compliments, and Getting Information found 2 data or 3,33%. This data is least because the therapist only focuses with greeting and go to another topic and also explain the treatment, the therapist just sometimes they are introducing their self.

The expression of language function found which are formal expression, informal expression, and neutral expression. The first, an informal expression is the most expression found in the conversation of the therapist in Ritual Spa Ramayana Resort and Spa. The informal expression found 18 data or (60, 00%), the therapist is dominant use the informal expression because the guest will do the treatment and need to relax and feel like home. The second, a formal expression with 7 data or (23,33%). This expression used when the situation is in a formal way or the guest in the first time come to the Spa. The third, a neutral expression with 5 data or (16, 66%). The therapist used neutral expression when the situation both formal and informal. That is the least because of the situation when the conversation that happened is more informal, which makes the therapist sometimes used neutral expression. The therapist when have a conversation they are sometimes combining formal and informal.

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