

## AN ANALYSIS OF THE JARGON EXPRESSIONS IN THE CRUISE LINE

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### ABSTRACT

*The jargon used by the crews in housekeeping and food and beverage service department in the cruise line was analyzed in this research. The jargon expressions in these departments have special meaning that confused the other people outside the group. The jargon used in this department. This research used descriptive qualitative research with the basic interpretative studies to understand the meaning of every jargon in the cruise line crews related to the crews working experiences interacted with the guest around them. The open questionnaire and the interview guide were used to collect the data from 4 subjects of the study working experiences in the cruise line. From two subjects that worked in the housekeeping department, there were 116 jargons expressions that were classified into four jargon forms. There were 24 jargons in a word form, 37 jargons in phrase form, 40 jargons in abbreviation form (initialism type), 10 jargons in abbreviation form (shortening type), and 5 jargons in acronym form. From two subjects that worked in the food and beverage service department there were 136 jargons expressions that were classified into four jargon forms. There were 27 jargons in word form, 77 jargons in phrase form, 19 jargons in abbreviation form (initialism type), 8 jargons in abbreviation form (shortening type), and 4 jargons in acronym form. Every meaning of the jargon expressions were suitable with the department condition and situation. There are four functions of jargon expressions. Those are able to provide a clear and unambiguous term, promoting their group solidarity and exclude as out-groupers, marking the group membership, and representing the product. This research can be used as a reference to know the jargon used in the cruise line hotel operational division.*

**Keywords:** *Jargon, the Meaning of Jargon, the Function of Jargon, Cruise Line Crews, Hotel Operational Division.*

### INTRODUCTION

The jargon expressions are still exist to be used by the cruise line crews. “The jargon is the language, especially the vocabulary, peculiar to a particular trade, profession, or group” (Patoko and Yazdanifard, 2014). The jargon expressions are used and usually appeared in daily communication and activity on the job (Tudor, 2018). It is appeared in their communication often in many variation of forms such as word, phrase, abbreviation, and acronym. The jargon expressions are known by the group’s members only. Professional jargon is an important element of the organizational culture

of any enterprise (Rebrina and Generalova, 2019). This condition made the other people outside the organization are difficult to know the jargon expressions and understand the meaning of the jargon expressions. If the new members and also the guest in the cruise line found or listened this kind of jargon expressions, they would not understand about it. Therefore, this research aimed to identify, analyzed, and investigated the example, meaning, and also the function of jargon expressions that used by the hotel operational division crews.

This research was about the jargon expressions used by the housekeeping and food and beverage service crews in the cruise line. It was used by the cruise line crews to state about the job responsibility, job position, and the name of the place or section and the product of the hotel operational department. This research focused on two departments: the housekeeping department and the food and beverage service department. Housekeeping department is a department in a hotel operational division that responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas, and the surrounding (Firdaus, 2011). Then the food and beverage department is a hotel department that has duties for producing, serving, and selling food and beverages menu in the cruise ship (Adriadi, 2010). Both departments used the jargon expressions in the communication actively. The crews in both department spoke by using the jargon expressions to the other crews and also to the guest. This habit of using the jargon expressions in the communication was a common thing that happened in the cruise line. It worked well for the one who knew about the jargon expressions but it was a problem to somebody who did not know about it yet, especially for the new cruise line crews and also the guest in the cruise line.

Some studies have been examining the use of jargon in a specific department. Marantika, Budasi, Wedhanti (2020), for example, studied about Jargons used by the Human Resources Department at the Lovina Bali. In this research, there were 121 jargons used by the HRD in The Lovina Bali hotel that categorized into acronym, abbreviation, compounding, and borrowing. After that, there was another research that conducted by Pradipta (2017) with the title “An Analysis of Jargons Used by Receptionist in Front Office at Grand Istana Rama Hotel”. In this research, there were 68 jargons that used by the front office staff with 33 jargons that able to provide a technical language to make efficient communication and 35 jargons of the abbreviation to encourage in-group solidarity. The jargon expressions had researched by Juddin (2017) too with the title “The Jargon Used by Employees of Food and Beverage Service (FBS Division) at Hotels.” In this research, there were 54 jargons that had three functions, namely a) clear, unambiguous, and economical terms, b) promoting group solidarity, and c) marking the group membership. The data and research conducted by Marantika, Budasi, Wedhanti (2020), Pradipta (2017), and Juddin (2017) showed that jargons were still exist to be used in a specific department. Those studies aimed for the jargon in the hotel operational division in a hotel. Then this research was about the jargon in the hotel operational division also but the jargon was used in the cruise line. Therefore, this research got a data about the jargon used in the cruise line especially in the housekeeping and the food and beverage service department. The data would be gained from the subjects of the study working experiences in the cruise line.

Based on the four research subjects of the study, the jargon expressions were used by the cruise line crews to communicate to each other often. There were so many jargon expressions that used in the communication by the cruise line crews. Then the

meaning of some jargon expressions were not understood by the other people outside the cruise line crews. Because the jargon was a special vocabulary that only used inside the group. It was also used by the cruise line crews to communicate to the guest. It made a misunderstanding between the cruise line crews and also the guest since the guest did not know the jargon expressions and also its meaning. Even though it was a common word, but as a jargon it can have different meaning. Because the function of the jargon was different in each department. It became a problem to use the jargon expressions in the cruise line crew's activity. Therefore, the knowledge about the jargon expressions was necessary to be known by the other people.

The research focused on discussing about the jargon expressions used by the cruise line hotel operational division crews. It tried to obtain the data about the jargon expressions from four subjects that had many experience to work at the cruise line crews for many years. Their knowledge for many years working at the cruise line by using the jargon was the main data of this research. To gain the data, the research needed to do a preliminary research to check the existence of the jargon expressions. Then it used the questionnaire and the interview guide to get the data. The interview process was recorded to make sure there was no lost information during this data collection process. All of the questions were about the example, meaning, and the function of jargon expressions. After getting the data, it had to be selected to get the data that supported the research. Then the selected data was analyzed and represented into a list of the jargon expressions including its meaning. It was classified based on the jargon forms. Then the functions of the jargon expressions were explained clearly as a result of the research.

This research aimed to know about three things about the jargon expressions used by the cruise line cruise hotel operational division. The first research question was "what jargon expressions are used by the hotel operational divisions' crews in the cruise line?" This question was answered by using the theory of the definition and the forms of jargon, "jargon is the language of specialized terms used by a group or profession" (Wright, 2010) and "The four forms of jargon are word, phrase, abbreviation, and an acronym" (Halligan, 2004). The goal of this first research question was to identify and analyzed the example of jargon expressions used by the hotel operational divisions' crews in the cruise line. The jargon expressions were listed into the table based on the jargon forms. It made the reader easier to know and classified the jargon based on the jargon forms. The second research question was "What are the meanings of jargon expressions used by the hotel operational divisions' crews in the cruise line?" This question was answered by using the theory of definition of jargon as a specialized language, "Jargon refers to the specialized language of a professional or occupational group" (Nordquist, 2019). The goal of this second research question was to identify and analyzed the meaning of jargon expressions used by the hotel operational divisions' crews in the cruise line. After knowing the jargon expressions, the reader needed to know about the meaning of the jargon expressions. The meaning of this jargon expressions told about how the jargon expressions were used in a sentence. Then, the third research question was "What are the functions of jargon used by the hotel operational divisions' crews in the cruise line?" This question was answered by using the theory of the function of jargon, "The functions of jargon are providing speaker of specialized domains with a clear and unambiguous term that refers to the activity then promoting their group solidarity and to exclude as out-groupers those people who do

not use the jargon” (Allan and Burrige, 2006, p. 28). Then another theory about “the function of jargon is marking the group membership of a profession” (Brown and Attardo, 2009). The goal of this third research question was to investigate the functions of jargon used by the hotel operational divisions’ crews in the cruise line. Therefore this research was able to help the new cruise line crews, the guest, and the other people outside the cruise line crews to know about the example of the jargon expressions, to understand the meaning and also the function of the jargon expressions.

## **METHOD**

This study used a qualitative descriptive research approach with basic interpretative studies as a method in the research. This method collected the data based on the real experiences of the cruise line crews to interpret how to use the examples, meaning, and also function of the jargon in the cruise line since the jargon of the cruise line is a new expression that has a special meaning related to their job responsibility. This research provided the example of the jargon expressions used in the cruise line hotel operational division., it explained and analyzed the meaning and the function of the jargon expression. This research focused only on hotel operational division at the cruise line. Because this division was able to meet and communicate with the guest on the board directly. This situation made a proper opportunity of using the jargon in conversation between the crews and the guest often.

The data in this research were collected by using two research instruments. The first instrument was the open questionnaire. This open questionnaire gave more freedom to the subjects to answer the question. There is no limitation of the subject to answer the question. They were able to mention, describe, or even giving a reason to their answer. The questionnaire was given to the four research participants then it was answered by themselves. This questionnaire was about the respondents’ knowledge and also the experiences about using the jargon in the cruise line. Then the second instrument was the interview guide. The questions of the interview guide were similar to the open questionnaire but it has more question that specified based on the profession of the research participant. It was about the housekeeping department and also food and beverage service department. The interview process was recorded by using a digital recorder then the researcher transcribed the interview voice record. During the interview, It was also necessary to take notes. After obtained the data, it was transcribed, analyzed and described clearly.

This research had four research subjects. Those subjects were the cruise line hotel operational crews that had many experiences in the tourism environment, especially in the cruise line. Their experience in the cruise line gives proper knowledge to the subject of the research (Ary, Jacobs and Sorensen, 2010). The subjects were the professional cruise line crews that had a special skills from many years working experience in their department. A professional is a member of a profession or any person who earns their living from a specified activity (Balthazard, 2015). Two of the subjects were the cruise line crews that had special abilities in the housekeeping department. Then the other crews were the food and beverage service department. They have worked in the Oosterdam Cruise Line, Rotterdam Cruise Line, Ryndam Cruise line, Westerdam Cruise Line, Zuiderman Cruise Line, Volendam Cruise Line, and New Amsterdam Cruise Line. The information about the jargon expressions from subjects’ knowledge in each department was the main data in this research. The information was

about the jargon expressions that used effectively in the cruise line crews' communication between the staffs and also with the guest.

This research used data analysis method model from Miles and Huberman (1994). There were four components of this data analysis method model (Miles and Huberman, 1994). The first component was data collection. In this part, the data was collected by using two instruments, questionnaire and interview guide. The second component was data reduction. In this part, the data was selected carefully. The suitable data was selected to support the research and the other data that had no relation with the research was removed by the research. The third component was data display. In this research the example of the jargon expressions was presented by the research in the form of table along with each meaning of the jargon expressions. Then the jargon functions were describe clearly. The fourth component was conclusion drawing. In this part, all of the data were concluded to be a proper data that became the result of the research.

## FINDING AND DISCUSSION

The jargon expressions are used by the professional in a profession or occupational group (Nordquist, 2019). The jargon expressions were used by the professional in a specific occupation. This research aimed to know the example of jargon expressions used in the cruise line hotel operational division like housekeeping and food and beverage department. This research explained the jargon expressions based on the four forms of jargon like word, phrase, abbreviation, and an acronym form (Halligan, 2004). Especially for the abbreviation form, this research explained the abbreviation based on its types, shortening, and also initialism. It also listed the example of the jargon expressions and its meaning into an arranged table based on the form of jargon itself.

The jargon in the word form was different from the other jargon forms because it can stand as a single word. It did not like a phrase that used word combination to make a meaningful unit. It was naturally a complete word with its meaning. "A word is the smallest unit of grammar that can stand alone as a complete utterance" (Crystal, 2003). There were twenty four jargons in the housekeeping department and also twenty seven jargons were used by the cruise line crews in the food and beverage service department. In this part, there were only ten jargon expressions from both department that showed in the table 1 and table 2 as the example of the jargon expression in word form. The jargon expressions were listed including with each meaning of the jargon expressions.



Table 1. The List of Jargons in Word Form (Housekeeping)

No	Jargon	Meaning
1	Alleyway	A passageway or corridor
2	Atrium	The central passenger area
3	Berth	The bed in cabin
4	Buffing	To smooth the floor with a low speed floor polishing.
5	Burnishing	Polishing the floor with a high speed floor machine to achieve an extremely high gloss.
6	Cabin	The sleeping compartment or room in ship or a stateroom
7	Canteen	The place for the crew to take their meal
8	Captain	The person in charge of a cruise ship, responsible for steering the ship and giving directions to all other members of the crew.
9	Check in	The registration process of the guest for entering the cruise ship
10	Check out	The registration process of the guest for coming out from the cruise ship

Based on Table 1, there are ten examples of jargon expressions in the housekeeping department. This type of jargons was used effectively in the cruise line by the cruise line crews. There were more jargons that used effectively in the housekeeping and had a specific meaning for special situation or case too.

Table 2. The List of Jargons in Word Form (Food and Beverage Service)

No	Jargon	Meaning
1	A la Carte	List of menu and also the price
2	Adjustment	Taking the plate or the cutleries that unnecessary on the table based on the table set up
3	Barista	A person whose job involves preparing and serving different types of coffee.
4	Baker	Someone who makes, bakes and sells breads, rolls, biscuits or cookies, and/or crackers using an oven or other concentrated heat source
5	Bartender	A person who serves usually alcoholic beverages behind the bar, usually in a licensed establishment
6	Butcher	A person who may slaughter animals, dress their flesh, sell their meat or do any combination of these three tasks
7	Cutlery	The tools that have a function to help someone to eat and drink something.
8	Dish Washer	Person who responsible to wash the dirty plate, glass and cutleries
9	Waiter	A man whose job is to serve customers at their tables in a restaurant
10	Waitress	A girl whose job is to serve customers at their tables in a restaurant

Based on Table 2, ten jargon expressions were used by the cruise line crews in the food and beverage service department. It showed that the jargon expressions in the word form were useful to use in the cruise line. Those expressions were meaningful. It

showed a specific meaning that functional to use in the conversation on the cruise line. Some of the jargon expressions in the word form looked the same as the word of the non-jargon. But the meaning of the jargon expressions was different. The meaning of the jargon will be straight to the point. It makes a clean and unambiguous instruction to the staffs. The staffs were able to react well after listening to the jargon.

The jargon in the form of phrase showed as a unit of an expression that was meaningful. The food and beverage service crews built the jargon expressions by combining two words or more, and those words had one meaning (George, 2006). The combining did not make a new word. Those combined words stayed the same as usual. Then if those words were meet, it created a single meaning. There were thirty seven jargon expressions found in the housekeeping department and seventy seven jargon expressions used in the hotel operational division. All of them were in the phrase form that used effectively on the cruise line. In this part, table 3 and table 4 showed you ten example of the jargon in the form of phrase included with the meaning itself used in the cruise line hotel operational division.

Table 3. The List of Jargons in Phrase Form (Housekeeping)

No	Jargon	Meaning
1	Assistant Laundry Master	The person who responsible to oversee timely distribution of all linen/laundered items for front and back of house areas this includes but is not limited to staterooms, crew cabins, food and beverage areas, spa, pool. Cruise division, etc.
2	Assistant Guest Service Manager	The person who responsible for assisting guest services managers with day-to-day operations of the business
3	Assistant Quick Service Manager	The person who responsible for overseeing assigned quick service area
4	Back Area	The area for all of cruise line crews only
5	Cabin steward	A crew member who cleans and looks after the housekeeping of your room
6	Crew Gangway	The area where crew board and disembark the vessel
7	Crew Cabin	The place for all crews to live on the ship
8	Damp-dust	A method of cleaning where the item to be cleaned is wiped with a damp cloth
9	Deck Supervisor	A person who responsible for inspections and running the housekeeping operation of our state the art ships (all staterooms, suites, and public area)
10	Open Bed	It is a bed that have been opened before ready to be used by the guest. It is not covered by a blanket.

Based on Table 3, there are ten examples of jargon expressions in the housekeeping department. These expressions were used by the crews often in this department. Then the meaning of the jargon in this department was used and understood by the member of the department only. The other department possibly had the same

jargon but it would have different meaning. Because the meaning of the jargon was related to the situation in each department.

Table 4. The List of Jargons in Phrase Form (Food and Beverage Service)

No	Jargon	Meaning
1	Assistant Dining Room Server	The person who responsible for greeting and providing service to 16-22 guests of all ages per seating.
2	Assistant Food and Beverage Manager	The person who assists with the management and daily operations of all food and beverage protocols.
3	Assistant Waiter	The person especially for a male who responsible for providing general assistance to waiters in the service of foods and beverages to passenger in the cruise ship's restaurant
4	Assistant Maitre'D	The person who responsible to supervise all food and beverage service functions in the restaurant as assigned by Maitre'D.
5	Bar Utility	The person who responsible for supporting bar operations such as adequate bar supplies, cleaning the tools and also the bar, until do a garnishing.
6	Bread station	A special place for the waiter and waitress to take the order of bread
7	Beverage station	A special place for the waiter and waitress to take the order of beverage
8	Bon a Petite	A replacement of word "enjoy your meal"
9	Captain Order	A note of the guest order with the date, time and also the person that take the responsibility for the order and also the table number
10	Chef de Cuisine	The main chef in a restaurant who in charge of all other functional chefs in the kitchen

Based on Table 4, there are ten jargon expressions used in the hotel operational division. Some jargon expressions consisted of two words and also three words. It showed that the jargon expressions were used by the cruise line crews effectively. Those expressions were meaningful and also functional to use in the conversation on the cruise line. Even a jargon contained two or more words but the jargon expressions aimed at the one single meaning only for the specific purpose on the cruise ship. The jargon expressions were used by the food and beverage service crews effectively and efficiently in communication among the cruise line crews.

There were two types of abbreviations expression used in the cruise line. The first one was the initialism, and another was shortening (Andrew, 2017). The initialism took the first letter of the word and combined it into a single form as an abbreviation (Andrew, 2017). The capital letter was used by the writer to write the abbreviation expressions. Then this letter represented every single word on the abbreviation expression. Then some abbreviations omitted the beginning of the end of the word. It was called a shortening. This abbreviation type (shortening) was transcribed by only



wrote half part of the word but, it still represented the whole meaning of the word (Andrew, 2017).

This type of abbreviation only used the initial letter of the word to make the jargon expressions in the abbreviation form (Andrew, 2017). Every letter represented the whole complete word. It was an easy way to make this abbreviation form. The person had to take only the first letter of the world then combine it with the other first letter on the other words of the same phrase. It made a clear abbreviation form in the initialism type of jargon. There were forty jargon expressions found in the housekeeping department and there were nineteen jargon expressions used in the food and beverage service department. Then table 5 and table 6 showed ten jargon expressions only as the example of jargon expressions in the initialism type. The table represented the list of the jargon expressions and also the phrase word as a part of jargon form in the cruise line hotel operational division.

Table 5. The List of Jargons in Initialism Type (Housekeeping)

No	Jargon	Meaning
1	ABC	Above and Beyond Compliance
2	ADR	Average Daily Rate
3	ARR	Average Room Rate
4	CI	Check In
5	CO	Check Out
6	C/R	Check and Ready
7	CRO	Central Reservation Office
8	DBL	Double Lock
9	DND	Do Not Disturb
10	V/C	Vacant and Clean

Based on Table 5, there are ten jargon expressions in the housekeeping department. These jargons were made by taking the first letter of the word then combine it to the other letter from the other word. It was effective to make a long phrase can be stated shorter than the phrase itself.

Table 6. The List of Jargons in Initialism Type (Food and Beverage Service)

No	Jargon	Meaning
1	BEO	Banquet Event Order
2	BYO	Bring Your Own
3	CDP	Chef de Partie
4	CDC	Chef de Cuisine
5	CO	Captain Order
6	DBB	Dinner, Bed and Breakfast
7	FOB	Free on Board
8	GM	General Manager
9	GS	Guest Service
10	MOD	Manager on Duty

Based on Table 6, there are ten jargon expressions in the form of abbreviation, especially for the initialism type used by the cruise line hotel operational division crews

in food and beverage service. It showed that the jargon expressions in this form and also its type was still exist and used effectively in the conversation. The initialism took the initial letter of the word and combined it with the other initial letter. Then this combination was called abbreviation, especially in initialism type. The principle of making these expressions was generally the same as an abbreviation. But some meanings and the functions of the jargon expressions were different.

Shortening was one of the abbreviation types. The way to make this shortening type of the abbreviation form was by omitted the beginning or the ending part of the word (Andrew, 2017). Then it became much shorter than the real world. In this part of the research, table 7 and table 8 showed the list of jargon expressions in one of the abbreviations types and also the real form of the word itself.

Table 7. The List of Jargons in Shortening Form (Housekeeping)

No	Jargon	Meaning
1	Bkg	Booking
2	Comp	Complimentary
3	Fam	Familiarization
4	Id	Identification
5	Loc	Location
6	Occ	Occupancy
7	Priv.	Private
8	Reg.	Regular
9	Res	Reservation
10	Ppl	People

Based on Table 7, there are ten examples of jargon expressions in the housekeeping department. These table were in the form of abbreviation especially in the shortening type. This type made the word is stated or written in the short form. It made the simple form of the word.

Table 8. The List of Jargons in Shortening Form (Food and Beverage Service)

No	Jargon	Meaning
1	BBQ	Barbeque
2	Comp	Complimentary
3	Id	Identification
4	Loc	Location
5	Occ	Occupancy
6	reg.	Regular
7	Rest	Restaurant
8	Ppl	People

Based on Table 8, eight jargon expressions existed in the cruise line, especially for the food and beverage service. These jargon expressions made a short term that represents the whole character of the word. The word was written or spoken in a short form by using this type of abbreviation. The jargon in this type still existed and needed to be used in the cruise ship. It made a shorter and simple form of a long-phrase.

The acronym as one of the jargon forms was a form of jargon that able to be pronounced by the cruise line crews as a real word. The jargon in this form took the first letter of the word (Cannon, 2011, p. 107). Then this jargon was treated by the cruise line crews as a word. It spelled and pronounced as a word. It made the people able to say it easier. It was a unique form, “the acronym is an idiosyncratic part of our everyday vocabulary” (Izura and Playfoot, 2011). The people did not need to spell the letter in the acronym expression one by one. Table 9 and Table 10 showed the list of the jargon expressions and also the real word of the jargon expressions.

Table 9. The List of Jargons in the Acronym Form (Housekeeping)

No	Jargon	Meaning
1	BAR	Best Available Rate
2	COS	Cost of Sale
3	GOPPAR	Gross Operation Profit Per Available Room
4	LOS	Length of Stay
5	ROH	Run of House

There are five examples of jargon expressions in the housekeeping department on the Table 9. This acronym expressions were pronounce like word and also made the long phrase became shorter. It helped the people a lot to pronounce the long phrase in the acronym form.

Table 10 The List of Jargons in the Acronym Form (Food and Beverage Service)

No	Jargon	Meaning
1	ASAP	As Soon as Possible
2	BAR	Best Available Rate
3	COS	Cost of Sale
4	DOSM	Director of Sales and Marketing
5	GOPPAR	Gross Operation Profit Per Available Room

Then on the Table 10, there are five jargon expressions in food and beverage service department. It showed that the jargon in the acronym form existed to be used in the cruise line. It made a short term of a long-phrase. It arranged the letter that represented the word into a jargon expression that able to be pronounced clearly and effectively like a single word. The acronym was pronounced by the speaker as a usual word. In this form, the jargon expressions did not be spelled and spoken like a jargon in the abbreviation form.

Jargon expression was as a specialized language used by the professional or in an occupational group (Nordquist, 2019). The jargon expressions had a specific meaning in a department. The meaning of the jargon expressions in the housekeeping department was different from the one in the food and beverage service department. For example, there were some similar jargon expressions like station and CO. The meaning of jargon “station” in the housekeeping department was a place to put every cleaning equipment. Then the meaning of jargon “station” in the food and beverage service department was a place for waiter or waitress to in charge of the restaurant. Next jargon expression, in the housekeeping department, the meaning of jargon “CO” was Check Out. Then in the food and beverage service department, the meaning of jargon

expression “CO” was Captain Order. As a result of the research, the meaning of the jargon expression was different in every department. It was a specialized language used by the professional in a department that related to the group needs.

There were four functions of jargon that explained in this section. There were two jargon functions stated by Allan and Burrige (2006). “The first function was providing a clear and unambiguous term that refers to the activity. The second function was promoting their group solidarity and exclude as out-groupers” (Allan and Burrige, 2006). Then “the third function was marking the group membership” (Brown and Attardo, 2009). The fourth function of the jargon was giving additional value for a product and service. The jargon was used often by the cruise line crews in communication among the cruise line crews or between the cruise line crews and the guest. The jargon expressions were a functional item to be used in the cruise line.

The jargon expressions were able to provide a clear and unambiguous term of language for the people as a professional in a group, and it would be suitable for their activities (Allan and Burrige, 2006). The jargon had an important role in the communication and coordination among every crew in a cruise line. They were able to communicate effectively and efficiently by using jargon expressions. The jargon expressions referred to their daily activities on the cruise line. Therefore the jargon expressions were suitable for the specialized domain activities. The jargon worked well in a food and beverage service department and housekeeping department. The staffs in the housekeeping department were able to give the instruction, command, and information clearly by using the jargon expressions. Then in the food and beverage department, the jargon expressions worked similarly to the jargon in the housekeeping department. It was clear and provided the speaker with the unambiguous term in a specialized department.

The jargon expressions were able to make the relation between the members of the group became strong, and it can exclude someone from outside the group also who do not use the jargon expressions as well (Allan and Burrige, 2006). This function of the jargon expressions made a group, especially for the department in a cruise line, became solid. The jargon expressions were only used by the group’s members often in doing a conversation and their duty. It was suitable to use because the jargon expressions referred to their activity. Therefore the jargons were able to promote group solidarity. Then it was special for one department only. The other department did not use the jargon expressions from the other department. It caused the jargon was able to exclude the out-groupers who did not use the jargon expressions as well. The jargon promoted group solidarity (Juddin, 2017). The jargon expressions created a familiar and functional expression used by all crews in a group or department. It made a solid bounding among the cruise line crews in a group. It was able to strengthen intimacy among the users in the group (Seli, 2019). The cruise line crews used the jargon expressions in keeping the information from the other people who do not belong to them (Pradipta, 2017). This condition was able to exclude the other cruise line crews from a different department.

The membership of a cruise line crew in a profession is possibly known by the other from the jargon that they usually used (Brown and Attardo, 2009). The out-groupers can be known in the group membership of a profession by looking at the jargon that they used. The cruise line crews had to be experts in using the jargon expressions on their department to make the coordination between the cruise line crew

run well. Along that process, the jargon expressions were used by the cruise line crew often during the conversation. Then from that activity, somebody was able to recognize the members of the cruise line crew in what department through the jargon that they used. The jargon expressions was able to show the identity of the group (Seli, 2019). The jargon expressions gave a mark for the membership of the cruise line crews.

The jargon gave a clear, unambiguous, and economic term for the product (Juddin, 2017). This function concerned to the jargon as an economic term for product. The jargon expressions as a unique expression would make the product looked special. For example, the utterance special of the day, the word "special" was suitable to be used for the food and beverage that had to recommend for the guest. This expression was able to give additional value that made the food and beverage looked special on that day. The waiter or waitress would persuade the guest about the food and beverage menu in the list of "special of the day" menu. In the end, the guest would be like to order the food and the beverage. Then in the housekeeping department there was jargon "deluxe room" for expressing the high criteria for the room's types. It increased the sale of the product in the cruise line.

## CONCLUSION

From the result of the research, it can be concluded that the jargon expressions are still exist in the cruise line hotel operational division, especially in the housekeeping department and food and beverage service department. There are one hundred and sixteen jargon expressions in the housekeeping department. Those are twenty four jargons in word form, thirty seven jargons in phrase form, forty jargons in abbreviation form (initialism type), ten jargons in abbreviation form (shortening type), and five jargons in acronym form. Then, there are one hundred and thirty six jargon expressions used by the food and beverage service department crew. Those are twenty seven jargons in word form, seventy seven jargons in phrase form, nineteen jargons in abbreviation form (initialism type), eight jargons in abbreviation form (shortening type), and four jargons in acronym form. The meaning of the jargon expressions is different in each department that depended on their needs. There are also four functions of jargon expression. The functions are providing a clear and unambiguous term that refers to the activity, promoting their group solidarity and exclude as out-groupers, marking the group membership, representing the product.

The example, meaning and also the function of the jargon expressions used in the cruise line are not used often in daily life. It was used only in the cruise line, in each department, in special condition. The knowledge about the cruise line jargon expressions are not known that much by the other people outside the cruise line crews but it is needed as a reference by the other researchers to do another research. It is needed by the student and teacher especially in the vocational school as an additional material to learn about the English for the specific purposes. Then it is needed by the other people that had a business in the cruise line as a guest or a new cruise line crews. Therefore, this research is useful and necessary to help student, teacher, researcher, worker in the cruise line, and also the worker in the hotel operational division outside the cruise line crews to know about the jargon expressions that used in the cruise line. They can read and see the result of the research to know more about the example, meaning, and function of the jargon expressions. Then they are able to practice



independently or join an institution to learn more about it. Thus, they can understand about the jargon expressions in the cruise line.

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