

Grammatical Errors in Receptionists' Guest Check-In Expressions at The Oberoi Beach Resort Bali

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ABSTRACT

Communication plays an important role in the hospitality industry, particularly in front office services where receptionists directly interact with guests during the check-in process. The study focus on the importance of improving grammatical competence and professional English communication skills in hospitality settings. This study aimed to analyze the language expressions used by receptionists and identify the grammatical errors produced during guest check-in interactions at The Oberoi Beach Resort Bali. The study employed a qualitative descriptive design. The data were collected through direct observation, audio recordings, and semi-structured interviews involving four receptionists working in the front office department. The collected data were analyzed using the theory of hospitality communication procedures proposed by Sambodo and Bagyono (2006) and the Surface Strategy Taxonomy introduced by Heidi Dulay, Marina Burt, and Stephen Krashen (1982). The findings revealed that receptionists commonly used greeting, requesting, confirming, explanatory, and guiding expressions during the check-in process, with explanatory expressions appearing most frequently. The study also found four types of grammatical errors, namely misformation, omission, misordering, and addition, with misformation identified as the dominant error type. Despite these inaccuracies, communication generally remained effective and understandable. Thus, hospitality institutions and hotel management are encouraged to provide continuous English training programs focusing not only on hospitality expressions but also on grammar accuracy, sentence structure organization, pronunciation, and spontaneous spoken interaction.

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INTRODUCTION

The hospitality industry plays a crucial role in supporting global tourism, where service quality becomes a key determinant of customer satisfaction and business sustainability. Among various types of accommodation, hotels serve as primary facilities that provide lodging and services for travelers. According to Lawson (1976), hotels are public establishments that offer accommodation along with essential services for guests. Within hotel operations, the front office department is widely recognized as the most visible and strategic division, as it directly interacts

with guests and forms both the first and last impressions of the hotel experience. This department includes several sections such as reception, reservation, cashier, guest relations, and telephone operators, with receptionists acting as the central figures responsible for managing guest arrivals, particularly during the check-in process.

The check-in process represents a critical moment in service encounters, as it sets the tone for the overall guest experience. Sambodo and Bagyono (2006) outline that receptionists are required to follow systematic procedures, including greeting guests, confirming reservations, processing administrative requirements, and providing room access. Beyond procedural accuracy, effective communication is essential in ensuring smooth service delivery, particularly in international hotels where guests come from diverse linguistic backgrounds. According to Nariswari et al. (2024), different language expressions that are suitable for the circumstances are used to convey each language function when serving guests. In this context, the use of appropriate language expressions and grammatical accuracy becomes a fundamental component of professional service, as it reflects both competence and hospitality quality.

Ideally, receptionists should demonstrate high proficiency in using clear, polite, and grammatically correct language to facilitate effective communication and enhance guest satisfaction. However, in actual practice, several challenges still occur. Previous studies indicate that receptionists often use varied language expressions, which, although functional, may contain grammatical inaccuracies or inappropriate word choices that reduce communication effectiveness. For instance, Purnami (2021) found that while receptionists at Bintang Bali Resort used diverse expressions to serve guests, inconsistencies in language use still appeared. Similarly, Susini and Widani (2020) identified common grammatical errors such as incorrect tense usage and subject omission in receptionist interactions, which could potentially affect clarity and professionalism.

Further studies in the hospitality and tourism sector reinforce the importance of language in service interactions. Dewi et al. (2021) and Aryani et al. (2024) highlighted that language functions such as greeting, introducing, informing, and thanking are essential in shaping positive guest experiences. Aprinita et al. (2025) emphasized that contextually appropriate language use contributes significantly to customer satisfaction and reflects staff professionalism. Additionally, Ayu et al. (2025) demonstrated that the ability to use appropriate expressions, particularly in handling complaints, is crucial in maintaining service quality. These findings suggest that language is not merely a communication tool but also a representation of service excellence and brand image. From an international perspective, the role of language in hospitality services has also been widely examined using technological and linguistic approaches. Vargas-Calderón et al. (2021) and Alemán Carreón et al. (2021) utilized natural language processing techniques to analyze guest reviews and found that linguistic elements significantly influence guest perceptions and satisfaction. Moreover, Roozen and Raedts (2022) revealed that language errors, particularly in service recovery communication, can negatively affect the perceived professionalism of hotels and decrease guests' intention to return. These studies further confirm that accurate and effective language use is essential in maintaining high-quality service standards in the hospitality industry.

Despite the growing body of research on language use in hospitality settings as mentioned above, several gaps remain. Most existing studies focus on general service interactions or broader tourism contexts, with limited attention given to specific operational stages such as the check-in process. Furthermore, there is a lack of in-depth analysis focusing on high-end or luxury hotel environments, where service expectations are significantly higher and communication standards must be more refined. In particular, studies examining the relationship between language expressions, grammatical accuracy, and service quality in five-star international hotels are still scarce. This indicates a discrepancy between the ideal condition where receptionists are expected to deliver flawless communication, and the actual condition where language errors and inconsistencies still occur.

To address this gap, the present study focuses on analyzing the language expressions used by receptionists during the guest check-in process at The Oberoi Beach Resort Bali, a five-star

international hotel. This study specifically examines the types of expressions used as well as the grammatical accuracy in communication. By applying the theoretical framework of Sambodo and Bagyono (2006) regarding check-in procedures and Harmer's (2007) theory of grammar, this research aims to provide a more comprehensive understanding of how language is used in real service contexts and how it affects communication effectiveness. Besides that, the novelty of this study lies in its specific focus on the intersection between procedural service stages (check-in process) and linguistic analysis (language expressions and grammar) within a luxury hotel context. Unlike previous studies that tend to generalize hospitality communication, this research provides a more detailed and context-specific analysis, particularly in an international five-star hotel setting. Therefore, this study is expected to contribute both theoretically, by enriching research on language use in hospitality, and practically, by providing insights for improving receptionist communication skills to enhance service quality and guest satisfaction. The current study's research question is as follows:

1. What language expressions are used by receptionists in handling guest check-in at The Oberoi Beach Resort Bali?
2. What are the types of grammatical error in the language used by receptionists in handling guest check-in at The Oberoi Beach Resort Bali?

REVIEW OF LITERATURE

This section provides a comprehensive overview of previous studies and relevant scholarly works related to language use in the hospitality industry, particularly focusing on language expressions employed by receptionists during guest service interactions. The purpose of this review is to establish a theoretical and empirical foundation for the present study by synthesizing existing research, identifying patterns and key findings, and highlighting areas that require further investigation. A considerable number of studies have explored the use of language in hotel service contexts, especially within front office operations. One of the most relevant studies was conducted by Purnami (2021), which examined the procedures and language expressions used by front office staff in handling the check-in process at Bintang Bali Resort. The findings revealed that although receptionists employed a variety of expressions, their primary objectives remained consistent to create a positive first impression, ensure guest comfort, and enhance overall satisfaction. This study underscores the importance of flexibility in language use while maintaining service effectiveness and professionalism.

Similarly, Susini and Widani (2020) investigated English expressions used by receptionists at Ubud Wana Resort, with a focus on communicative functions and grammatical aspects. The study identified several language functions, including informative, expressive, directive, phatic, and aesthetic functions, demonstrating the complexity of communication in hospitality settings. However, it also revealed recurring grammatical errors such as subject omission, incorrect tense usage, and improper word order. These findings indicate that while receptionists are able to perform communicative functions effectively, their grammatical competence may still require improvement to ensure clarity and professionalism. Further supporting the importance of language proficiency in hospitality, Wulandari and Rahmawati (2020) analyzed English language requirements for waiters in five-star hotels in Bali. Although their research focused on food and beverage staff, the findings are highly relevant to front office operations. The study emphasized that speaking and listening skills, grammatical accuracy, and fluency are essential components of high-quality service. Additionally, it highlighted that language use must align with the sequence of service procedures, suggesting that effective communication in hospitality is both structured and context-dependent.

Expanding beyond hotel receptionists, several studies have examined language use in broader tourism and hospitality contexts. Dewi et al. (2021) explored language functions and expressions used by tour guides in handling guests and identified key communicative functions such as greeting, providing information, answering questions, and expressing gratitude. These

findings illustrate how language is strategically employed to facilitate interaction and enhance guest experiences. Similarly, Aryani et al. (2024) analyzed the service language used by ushers in a luxury hotel setting and found that consistent use of expressions such as greeting, offering assistance, and thanking guests contributed significantly to delivering a pleasant and standardized service experience.

Research conducted by Aprinita et al. (2025) in both restaurant and retail contexts within hotels further supports the importance of language expressions in service delivery. Their studies revealed that staff frequently used expressions for asking about guest needs, providing information, offering assistance, and closing interactions politely. These communication strategies were found to foster positive relationships with guests and support overall service quality. In addition, Ayu et al. (2025) examined language use in handling guest complaints through email communication. The study highlighted the importance of expressions such as apologizing, expressing gratitude, providing explanations, and offering solutions, demonstrating that linguistic accuracy and appropriateness are equally important in written communication.

In a more contemporary and technological context, international studies have also emphasized the significance of language in shaping guest perceptions. Vargas-Calderón et al. (2021) and Alemán Carreón et al. (2021) applied natural language processing techniques to analyze online hotel reviews and found that word choice and language expressions significantly influence guests' perceptions of service quality. These findings suggest that language extends beyond face-to-face interactions and plays a crucial role in forming the overall image of a hotel. Furthermore, Roozen and Raedts (2022) examined the impact of language errors in service recovery communication and concluded that grammatical inaccuracies and inappropriate expressions can negatively affect customers' perceptions of professionalism and reduce their intention to revisit the hotel. This highlights the direct relationship between linguistic competence and customer loyalty.

METHOD

This study employed a qualitative descriptive research design to analyze the language expressions used by receptionists during the guest check-in process at The Oberoi Beach Resort Bali. This location was chosen because The Oberoi Beach Resort Bali is one of the best five-star international hotels in Bali. The qualitative approach was chosen because the study aimed to explore and understand language use in a natural hospitality setting, particularly focusing on grammatical structures, diction, and communication strategies used by receptionists when interacting with guests. According to Sugiyono (2023), qualitative research is used to investigate phenomena in natural contexts where the researcher acts as the primary instrument in collecting and interpreting data. This approach allows researchers to obtain an in-depth understanding of communication practices rather than merely measuring variables statistically. Also, the descriptive method was applied to systematically describe the stages of the guest check-in process and the English expressions used by receptionists during service interactions. In addition, this study examined how grammatical accuracy and word choice contributed to effective communication and professional hospitality service.

The study was conducted at The Oberoi Beach Resort Bali, a five-star international hotel known for providing luxury hospitality services to domestic and international guests. The participants of this study were four receptionists working in the front office department of the hotel. The researchers selected four receptionists purposively based on several considerations, including their work experience, active involvement in handling guest check-in procedures, availability, and willingness to participate in the study. Purposive sampling was considered appropriate because it enables researchers to select participants who possess relevant knowledge and experience related to the research focus. According to Sugiyono (2023), purposive sampling is a technique used to determine research subjects based on specific considerations relevant to the study objectives. The selected receptionists represented different lengths of service and gender

perspectives to provide more comprehensive data regarding communication styles, language expressions, and service approaches used during the check-in process.

This study focused on two primary objects. The first object was the procedural steps performed by receptionists during the guest check-in process. These procedures included greeting guests, confirming reservations, verifying guest identities, providing hotel information, assigning rooms, and completing the interaction professionally. The second object was the language expressions used by receptionists during the interaction. The study particularly analyzed spoken English expressions, including grammar, diction, politeness, and professionalism in communication. In addition to verbal communication, nonverbal aspects such as intonation, facial expressions, and body language were also considered as supporting elements in conveying meaning and maintaining effective interaction.

Data collection in this study was conducted through direct observation through recording and semi-structured interviews. The researchers conducted direct observations of receptionist and guest interactions during the check-in process. The interactions were documented using audio and video recordings, with permission obtained from the hotel management and participants. Observation allowed the researchers to capture authentic language use, communication patterns, and the sequence of service procedures in real situations. The observations focused on language expressions used by receptionists, grammatical structures and diction, communication strategies, nonverbal communication such as intonation and body language. According to Sugiyono (2023), observation is a data collection technique involving direct observation of activities or events to obtain a deeper understanding of behaviors and processes occurring in the field.

After the observation process, semi-structured interviews were conducted with the selected receptionists to obtain deeper insights into their language use and communication strategies. The interviews explored common expressions used during check-in, reasons for choosing particular diction or grammatical structures, challenges in communicating with international guests, adaptation strategies for guests from different cultural and linguistic backgrounds, awareness of grammar and professional communication standards. The interviews were conducted face-to-face and recorded using a voice recorder. Field notes were also used to document important information during the interview sessions. According to Sugiyono (2023), interviews in qualitative research are flexible and in-depth conversations designed to obtain direct information from participants.

Two main instruments were used in this study, namely recording instruments and interview guides. Audio and video recordings were used to document authentic interactions between receptionists and guests during the check-in process. The recordings enabled the researchers to analyze language expressions, grammatical structures, diction, and communication behavior objectively and accurately. On the other hand, the interview guide consisted of open-ended questions designed to explore the receptionists' experiences and perspectives regarding language use in hospitality services. The use of semi-structured interviews allowed participants to provide detailed explanations while still maintaining relevance to the research objectives. After that, the collected data were analyzed using descriptive qualitative analysis. The analysis focused on interpreting language expressions, diction, and grammatical structures used by receptionists during the guest check-in process.

The data analysis procedures included data transcription, identification of language expressions, diction and grammar analysis, coding and classification, thematic analysis, triangulation. Furthermore, the research procedure consisted of three stages, such as preparation, data collection, and data analysis. In the preparation stage, the researchers conducted a literature review, prepared observation sheets and interview guides, validated the instruments, and obtained permission from the hotel management and participants. During the data collection stage, the researchers conducted observations and interviews directly at the hotel to obtain authentic data regarding receptionist communication during guest check-in. Finally, in the data analysis stage, the researchers transcribed, coded, categorized, and interpreted the collected data systematically.

to answer the research questions and draw conclusions regarding the effectiveness and accuracy of language expressions used by receptionists in a five-star hospitality setting.

FINDINGS AND DISCUSSION

Findings

In this study, repeated grammatical inaccuracies indicating incomplete understanding of grammar rules were categorized as errors, whereas inaccuracies caused by nervousness or lack of attention and occurring inconsistently were categorized as mistakes. The findings showed that the receptionists used several types of language expressions during the guest check-in process. The language expressions identified in this study included greeting, requesting information, confirming reservations, giving explanations, and guiding guests. Among these categories, giving explanation appeared most frequently with 112 occurrences. This was followed by guiding guests with 40 occurrences, requesting information with 20 occurrences, greeting with 12 occurrences, and confirming reservation with 8 occurrences. The high frequency of giving explanation expressions indicates that receptionists spent most of their communication time explaining hotel facilities, room details, payment procedures, hotel policies, and other guest-related services. Receptionists frequently provided detailed explanations to ensure that guests clearly understood the available services and facilities during their stay. Furthermore, guiding guest expressions were also commonly found because receptionists often directed guests regarding room locations, hotel areas, restaurant facilities, and other hotel services. These findings reflect that the role of receptionists during the check-in process is highly associated with delivering information and assisting guests effectively throughout their arrival experience.

In addition to language expressions, the study also identified several grammatical errors produced by the receptionists during communication with guests. Based on the Surface Strategy Taxonomy, four types of grammatical errors were found, namely omission, misformation, misordering, and addition. The most dominant grammatical error was misformation with 58 occurrences. Omission errors appeared 48 times, while misordering and addition errors occurred 21 times and 17 times respectively. The dominance of misformation errors indicates that receptionists frequently used incorrect grammatical forms during communication. These errors included inappropriate verb forms, incorrect sentence structures, and unsuitable word choices. In many cases, receptionists produced sentences that could still be understood by guests, although the grammatical structures were inaccurate. Meanwhile, omission errors were also commonly identified, particularly in the omission of auxiliary verbs, articles, and prepositions during spontaneous conversations. These omissions often occurred because receptionists tended to prioritize fluency and speed of communication rather than grammatical completeness. Misordering errors were found when receptionists arranged sentence elements in incorrect order, causing unnatural sentence structures. In addition, addition errors occurred when unnecessary grammatical elements were inserted into sentences. Although these errors occurred less frequently than misformation and omission, they still reflected limitations in grammatical accuracy during spoken communication.

Language Expressions Used by Receptionists in Handling Guest Check-In at The Oberoi Beach Resort Bali

Receptionists at The Oberoi Beach Resort Bali used various English language expressions during the guest check-in process. The analysis showed that the expressions used by receptionists reflected politeness, professionalism, clarity, and service-oriented communication, which are essential elements in the hospitality industry. The check-in process consisted of several interaction stages, including greeting guests, requesting guest information, confirming reservations, providing explanations about hotel facilities, guiding guests during the process, and closing the interaction politely. At each stage, receptionists used specific language expressions that

corresponded to different communicative functions. The first interaction between receptionists and guests occurred during the greeting stage. This stage aimed to create a positive first impression and establish a welcoming atmosphere for guests arriving at the hotel. The findings indicated that receptionists consistently used polite and formal greeting expressions to demonstrate hospitality and professionalism.

Several greeting expressions identified in the data included “Good morning, welcome to The Oberoi Beach Resort Bali.”, “Good afternoon, welcome to The Oberoi Beach Resort Bali.”, “How are you today?”, and “Welcome to The Oberoi Beach Resort Bali. How may I assist you today?”. These expressions functioned as opening statements to initiate communication and build rapport with guests. In addition to formal greetings, receptionists also used conversational expressions such as “How are you today?” to create a more personal and friendly interaction. The use of these expressions reflected the hotel’s effort to provide warm and attentive service from the beginning of the guest experience.

After greeting the guests, receptionists proceeded to request guest information and verify reservation details. This stage was important to ensure the accuracy of guest data before continuing the administrative procedures of the check-in process. The findings showed that receptionists used polite interrogative expressions when requesting information from guests. The expressions found in the data included “May I have your passport, please?”, “Do you have a reservation under this name?”, “May I have your credit card, ma’am?”, “May I have your name, please?”, and “Could you please show me your passport?”. The use of modal verbs such as *may* and *could* demonstrated politeness and respect toward guests. These expressions were delivered in a formal and courteous manner to maintain professionalism while ensuring smooth communication during identity verification and reservation confirmation. In addition, receptionists also explained hotel administrative procedures related to deposits and payment guarantees. One example identified in the data was “May I see your credit card, ma’am? We will hold 1 million per night as a deposit to cover any additional charges during your stay at our hotel.”. This expression functioned not only to request payment information but also to provide a clear explanation regarding hotel policies in a professional manner.

Another important stage identified in the findings was reservation confirmation. At this stage, receptionists informed guests about their booking details, room types, and accommodation arrangements. The expressions used during this stage included “Your reservation is under the name Mrs. Audry.”, “Your room is ready.”, “You will stay in a Luxury Lanai Garden View room with a double bed.”, “Your room is located on the second floor.”, and “Breakfast is included in your reservation.”. These expressions served to reassure guests that their reservations had been successfully processed and that the hotel had prepared the requested accommodations. The language used was direct, informative, and easy to understand, enabling guests to receive important information clearly and efficiently. The findings also indicated that receptionists tended to use complete and grammatically appropriate sentences when explaining reservation details, which contributed to effective communication and minimized misunderstandings.

The results further showed that receptionists frequently provided explanations regarding hotel facilities, operational hours, and available services. This stage was essential in helping guests become familiar with the hotel environment and enhancing their overall experience during their stay. Several expressions identified in the data included “We have boutique and gallery open from 9 AM to 9 PM.”, “Our reception is open 24 hours.”, “Breakfast is served from 7 to 11 AM.”, “We have SPA and gym facilities available.”, and “This is our lobby area.”. These informational expressions were generally descriptive and explanatory in nature. Receptionists used simple and clear sentence structures to ensure that guests could easily understand the facilities and services offered by the hotel. The findings demonstrated that providing detailed and understandable information was considered an important part of front office service quality.

Another communicative function identified in the findings was guiding guests throughout the check-in process. Receptionists used several expressions to direct guests physically and

procedurally during their arrival and registration. The expressions included “Please follow me this way.”, “Please have a seat here.”, “Let me explain our lobby area.”, “Please come this way.”, and “Kindly wait here for a moment.”. These expressions functioned as service instructions intended to guide guests politely and smoothly during their movement within the hotel area. The use of polite markers such as please and kindly reflected courteous hospitality communication and helped maintain a respectful interaction between receptionists and guests. The findings also showed that receptionists often accompanied these verbal expressions with supportive nonverbal communication such as smiling, hand gestures, eye contact, and appropriate intonation. These nonverbal elements strengthened the effectiveness of the communication and contributed to a more welcoming service atmosphere.

At the end of the check-in process, receptionists used closing expressions to end the interaction politely and positively. These expressions aimed to leave guests with a pleasant final impression before they proceeded to their rooms. The farewell expressions identified in the data included “Have a nice day.”, “Thank you so much, ma’am.”, “Enjoy your stay with us.”, “See you around.”, and “Have a pleasant stay.”. These expressions reflected friendliness, gratitude, and hospitality. The use of positive closing statements demonstrated the receptionists’ effort to maintain guest satisfaction and reinforce a professional service image.

Types of Grammatical Errors Produced by Receptionists at The Oberoi Beach Resort Bali

Receptionists at The Oberoi Beach Resort Bali produced several grammatical errors during interactions with guests in the check-in process. Based on observations, audio recordings, and interview data, it was found that grammatical inaccuracies frequently occurred when receptionists interacted with guests during various stages of service, including greeting guests, requesting information, confirming reservations, explaining hotel facilities, and guiding guests through hotel procedures. Although the communication generally remained understandable, many utterances contained structural errors that affected grammatical correctness and professional language quality. The analysis examined 192 utterances produced by four receptionists. Among these utterances, 142 grammatical errors were identified. The findings indicated that one utterance could contain more than one type of grammatical error; therefore, the total frequency reflected the number of error occurrences rather than the number of utterances.

The findings showed that misformation was the most dominant type of grammatical error, followed by omission, misordering, and addition. Misformation was identified as the most frequent type of grammatical error, occurring 58 times or 40.3% of the total errors. This type of error occurred when receptionists used incorrect grammatical forms or inappropriate sentence structures even though they appeared to understand that certain grammatical elements were required. The findings revealed that misformation errors frequently involved incorrect verb forms, inappropriate sentence structures, incorrect word choices, incomplete grammatical constructions. Several examples identified in the data included “Is it fine if customize your marketing offers?”, “We have provide also here the slippers.”, and “May I have your passport for help us for the registration?”. The correct forms of these expressions should be “Is it fine if we customize your marketing offers?”, “We also provide slippers here.”, “May I have your passport to help us with the registration?”. These findings indicated that receptionists possessed partial knowledge of English grammar but experienced difficulties applying grammatical rules accurately during spontaneous communication. The errors mostly occurred when receptionists attempted to produce longer explanations or more complex sentence structures while simultaneously maintaining smooth interaction with guests. The high occurrence of misformation errors suggested that grammatical competence in real-time communication remained a significant challenge despite the receptionists’ ability to communicate functionally.

The second most frequent grammatical error identified in the findings was omission, which occurred 48 times or 33.3% of the total errors. Omission errors occurred when important grammatical elements were absent from a sentence even though they were required for

grammatical completeness. The findings showed that the omitted elements commonly included auxiliary verbs, articles, prepositions, and subject markers. Examples identified in the data included “Make sure nothing left from the car, mom.” and “Reservation is under name Mrs. Audry.”. The correct forms should be “Make sure nothing is left in the car, ma’am.” and “Reservation is under the name Mrs. Audry.”. These omissions mainly occurred in spontaneous speech when receptionists focused more on delivering information quickly and efficiently than on grammatical completeness. Small grammatical items such as *is*, *the*, *in*, and *to* were often omitted during fast-paced interactions. Although omission errors caused grammatical inaccuracy, the intended meanings generally remained understandable to guests. Therefore, the communicative purpose of the interaction was still achieved despite structural imperfections.

Misordering was the third most common type of grammatical error, occurring 21 times or 14.6% of the total errors. This error occurred when all necessary grammatical elements were present but arranged in an incorrect order within the sentence. The findings indicated that misordering errors usually appeared in longer utterances when receptionists attempted to explain hotel facilities, services, or reservation details. Examples found in the data included “So for your room is included already with breakfast.” and “Please help us fill this form.”. The more natural or grammatically correct forms should be “Your room already includes breakfast.” and “Please help us to fill in this form.”. These findings suggested that receptionists experienced difficulties organizing sentence structure effectively during spontaneous communication. The errors often occurred when several pieces of information were delivered simultaneously, causing disruptions in sentence organization and fluency. Even though the sentences were still understandable, the unnatural arrangement of words affected grammatical accuracy and reduced the level of professionalism in communication.

Addition was identified as the least frequent grammatical error, occurring 17 times or 11.8% of the total errors. Addition errors occurred when unnecessary grammatical elements or redundant words were inserted into a sentence, resulting in unnatural or grammatically excessive expressions. Examples identified in the data included “Let me introduce myself first, my name is...” and repetitive or unnecessary sentence elements in explanations provided to guests. In this example, the word *first* was considered unnecessary because the expression “Let me introduce myself” already adequately introduced the speaker. Although addition errors did not significantly interfere with meaning, they affected the naturalness and fluency of communication. The findings showed that receptionists occasionally produced overly detailed or repetitive expressions in an attempt to sound polite or professional. However, this sometimes resulted in inefficient or unnatural sentence constructions.

The findings further revealed that grammatical errors occurred across all four receptionists, although the patterns varied slightly depending on speaking style and communication habits. Receptionist A frequently produced omission and misformation errors. Examples included “Make sure nothing left from the car mom.”, “May I have your Passport for help us for the registration?”, and “So, Your Reservation is under name Mrs. Audry Please help us to fill this form.”. Receptionist B demonstrated relatively better grammatical control but still produced several misformation and misordering errors, particularly in longer explanatory expressions. One example was “May I borrow your credit card, ma’am? I will hold 1 million per night as a guarantee for extra expenses.”. Receptionist C frequently produced misformation errors involving verb forms and sentence completeness. Examples included “Is it fine if customize your marketing offers?” and “We have provide also here the slippers.”. Receptionist D demonstrated similar patterns of omission and misordering errors, especially when providing instructions or explanations to guests. Examples included “Please help us fill in this form.” and “We have provide also here the slippers.”

Discussion

The findings of this study demonstrate that the language expressions used by receptionists

at The Oberoi Beach Resort Bali during the guest check-in process are strongly related to the professional role of receptionists as the first point of contact in hotel services. Receptionists function not only as administrative staff but also as representatives of the hotel who shape guests' first impressions and initial experiences. This finding supports the argument proposed by Martin (1991), who states that receptionists are often the first individuals to welcome guests and therefore must communicate politely, calmly, and professionally in every interaction.

The results revealed that the receptionists used several categories of language expressions, including greeting expressions, requesting information, confirming reservations, giving explanations, and guiding guests. These communicative functions are closely aligned with the standard hospitality communication procedures proposed by Sambodo and Bagyono (2006), which emphasize that front office communication during check-in should involve welcoming guests, requesting guest information, confirming reservations, providing explanations, and closing interactions professionally. Therefore, the findings indicate that receptionist communication at The Oberoi Beach Resort Bali generally follows established hospitality communication frameworks and service procedures.

Among all categories, giving explanations emerged as the most dominant type of language expression used by receptionists. This finding indicates that a significant portion of receptionist communication focuses on providing detailed information about hotel facilities, room arrangements, operational procedures, and available services. Receptionists frequently explained information related to restaurants, spa facilities, swimming pools, breakfast schedules, shuttle services, and room types. The dominance of explanatory expressions suggests that the role of receptionists extends beyond administrative tasks and includes ensuring that guests fully understand hotel services and facilities. This finding is consistent with previous studies conducted in hospitality contexts. Purnami (2021) found that explanatory expressions were essential in creating positive guest experiences because guests rely heavily on front office staff to obtain accurate and clear information regarding hotel services. Similarly, Dewi et al. (2021) emphasized that providing information is one of the most important communicative functions in tourism and hospitality interactions because it directly influences guest satisfaction and comfort. In this study, the dominance of explanatory language indicates that receptionists at The Oberoi Beach Resort Bali prioritize informative and service-oriented communication to support guest needs effectively.

The second most dominant category identified in this study was requesting information. These expressions were mainly used when receptionists requested passports, credit cards, reservation details, and guest preferences during the administrative stages of the check-in process. The use of polite interrogative structures such as *may I* and *could you please* reflect formal hospitality communication standards and demonstrates the receptionists' awareness of politeness strategies in professional service interactions. This finding supports Sambodo and Bagyono's (2006) explanation that requesting guest information is an essential component of front office procedures because it ensures the accuracy of guest data and facilitates smooth hotel operations. Furthermore, the use of polite request expressions aligns with the findings of Susini and Widani (2020), who found that directive expressions in receptionist communication are generally softened through the use of modal verbs and polite markers to maintain respectful interactions with guests.

Greeting expressions were also frequently identified at the beginning of guest interactions. Expressions such as "Welcome to The Oberoi Beach Resort Bali" and "How are you today?" were used to establish rapport and create a warm atmosphere for arriving guests. These findings confirm Martin's (1991) argument that receptionists play a significant role in creating positive first impressions because they represent the hotel during the earliest stage of guest interaction. Greeting expressions therefore function not only as communication tools but also as symbols of hospitality culture and service professionalism. In addition, guiding expressions were commonly used when receptionists directed guests to hotel facilities or assisted them throughout the check-in procedure. These expressions helped guests navigate the hotel environment smoothly and reflected the supportive role of receptionists in facilitating guest comfort. Similar findings were reported by

Aryani et al. (2024), who found that guiding and assisting expressions are important components of luxury hotel communication because they contribute to a more personalized and attentive service experience.

The findings also revealed the use of confirmation expressions when receptionists reconfirmed room types, reservation details, and guest identities. These expressions played a crucial role in preventing misunderstandings and ensuring operational accuracy. In hotel management contexts, confirmation procedures are essential because inaccurate reservation information may negatively affect guest satisfaction and hotel credibility. Therefore, the use of confirmation expressions demonstrates the importance of communicative precision in hospitality services. On the other hand, this study also revealed that receptionists produced various grammatical errors during the guest check-in process. Out of 192 utterances analyzed, 142 utterances contained grammatical inaccuracies. These errors were categorized based on the Surface Strategy Taxonomy proposed by Heidi Dulay, Marina Burt, and Stephen Krashen (1982), which classifies grammatical errors into omission, addition, misformation, and misordering. The results showed that misformation was the most dominant type of grammatical error. Misformation errors occurred when receptionists used incorrect grammatical forms, inappropriate sentence structures, or unsuitable word choices. Examples such as “May I have your Passport for help us for the registration?” and “Your Reservation is under name Mrs. Audry” demonstrate incorrect grammatical construction and inappropriate word arrangement.

According to Dulay et al. (1982), misformation errors occur when language learners possess partial knowledge of grammatical structures but fail to apply them accurately. This interpretation is relevant to the present findings because the receptionists were generally able to convey intended meanings successfully, yet they still experienced difficulties constructing grammatically accurate English sentences during spontaneous interactions. The findings suggest that receptionists prioritize communicative fluency and service efficiency over grammatical precision, particularly in fast-paced hospitality settings.

The second most frequent error type identified in this study was omission. Omission errors occurred when important grammatical elements such as articles, auxiliary verbs, and prepositions were absent from utterances. Expressions such as “Make sure nothing left from the car mom” indicate missing grammatical components that affect sentence completeness. Dulay et al. (1982) explain that omission errors are common among second-language learners because smaller grammatical elements are often less noticeable and therefore more likely to be omitted during spontaneous speech. In the context of hotel service communication, omission errors may occur because receptionists focus more on maintaining interaction fluency and delivering information quickly rather than monitoring grammatical completeness. This interpretation aligns with the communicative demands of hospitality services, where front office staff are expected to respond efficiently to guest needs under time pressure. As a result, grammatical accuracy may become secondary to communication effectiveness. Similar patterns were also identified by Wulandari and Rahmawati (2020), who found that hospitality employees frequently omit articles and auxiliary verbs during spoken English interactions due to the spontaneous nature of service communication.

Misordering errors were also identified in the findings, although they occurred less frequently than misformation and omission. These errors involved incorrect arrangement of sentence elements despite the presence of all required grammatical components. The findings suggest that receptionists still experience difficulties organizing English sentence structures naturally during spontaneous speech, particularly when delivering longer explanations or multiple pieces of information simultaneously. Meanwhile, addition errors were identified as the least frequent type of grammatical error. These errors involved unnecessary insertion of grammatical elements or repetitive sentence structures. According to Dulay et al. (1982), addition errors are often caused by overgeneralization of language rules or excessive attempts to produce grammatically complete sentences. In this study, some receptionists appeared to overuse certain

structures in an effort to sound more polite or professional.

These findings are particularly important because receptionists serve as frontline representatives of hotel professionalism. Martin (1991) emphasizes that receptionists are expected to communicate clearly and professionally because they directly influence guest perceptions of service quality. Therefore, grammatical inaccuracies, although not always obstructing communication, may affect perceptions of professionalism and linguistic competence in international hotel environments. Compared to previous studies, this research provides a more context-specific analysis by focusing on receptionist communication during real check-in interactions in a luxury hotel setting. Unlike studies conducted in classroom simulations or general hospitality contexts, this study highlights how time pressure, spontaneous speech, and direct guest interaction contribute to grammatical inaccuracies in authentic service situations. Consequently, the findings suggest the need for continuous English communication training for hotel receptionists, particularly focusing on grammar application, sentence structure organization, and professional spoken interaction in hospitality contexts.

CONCLUSIONS

The study focus on the importance of improving grammatical competence and professional English communication skills in hospitality settings. Another limitation concerns the focus on spoken grammatical errors without examining other linguistic aspects in greater depth, such as pronunciation, intonation, discourse strategies, intercultural communication, or guest perceptions of receptionist communication quality. This study investigated the language expressions and grammatical errors produced by receptionists during the guest check-in process at The Oberoi Beach Resort Bali. The findings demonstrate that receptionist communication in a luxury hospitality setting is highly service-oriented and closely connected to the operational procedures of front office services. Receptionists employed various communicative expressions, including greeting guests, requesting information, confirming reservations, providing explanations, and guiding guests throughout the check-in process. Among these functions, explanatory expressions appeared most frequently, indicating that receptionists play a significant role not only in administrative procedures but also in ensuring that guests receive clear and comprehensive information regarding hotel facilities and services.

The study also revealed that although receptionists were generally able to communicate effectively and maintain smooth interactions with guests, grammatical inaccuracies frequently occurred in spontaneous spoken communication. Based on the Surface Strategy Taxonomy, the dominant grammatical errors identified were misformation and omission, followed by misordering and addition. These findings suggest that receptionists experienced challenges particularly in applying accurate grammatical structures and maintaining sentence completeness during real-time interactions. Nevertheless, the communicative goals of the interaction were generally achieved because the intended meanings remained understandable to guests.

The results indicate that communication effectiveness in hospitality contexts is influenced not only by grammatical accuracy but also by politeness, clarity, fluency, and the ability to respond efficiently to guest needs. In luxury hotel environments where service quality and professionalism are highly prioritized, the ability to combine effective communication with grammatical competence becomes increasingly important. Therefore, this study highlights the need for continuous English communication training for hotel receptionists, particularly focusing on grammar application, professional hospitality expressions, and spontaneous spoken interaction in authentic service situations. In addition, this study contributes to hospitality and applied linguistics research by providing a context-specific analysis of receptionist communication during actual check-in interactions in an international five-star hotel. The findings enrich existing studies on hospitality language use by demonstrating how communicative functions and grammatical performance interact within real professional service environments.

Furthermore, this study contributes to the development of research on language use in hospitality contexts by demonstrating how communicative expressions and grammatical performance interact in authentic front office service situations. Therefore, the implication of this study is also hospitality institutions and hotel management are encouraged to provide continuous English training programs focusing not only on hospitality expressions but also on grammar accuracy, sentence structure organization, pronunciation, and spontaneous spoken interaction. On the other hand, future researchers are suggested to broaden the scope of their analysis by combining linguistic analysis with pragmatic aspects of communication, such as politeness strategies or communicative effectiveness. Also, it is recommended that receptionists focus more on basic English grammar, especially function words like articles, prepositions, and auxiliary verbs, which are frequently disregarded in spoken communication.

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