



AN ANALYSIS OF JARGON WORDS USED BY TRAVEL CONSULTANTS IN BAYUBUANA TOURS AND TRAVEL

Setiana Sri Wahyuni Sitepu1), Laksmy Ady Kusumoriny2)
Universitas Pamulang: English Department
Tangerang Selatan, Indonesia
dosen00772@unpam.ac.id

Article History	Abstract
Submitted date: 2021-11-27 Accepted date: 2021-12-04 Published date: 2021-12-28	This thesis entitled “An Analysis of Jargon Words used by Travel Consultants in Bayubuana Tours and Travel”. Jargon is specific vocabularies in a particular field. Jargon terms are related to human environments, experiences, and daily activities. The aim of the study is to analyze jargon words used by Travel Consultants in Bayubuana Tours and Travel. The study is in the linguistic field, concerning sociolinguistics. The qualitative method research was used in this study, descriptive meaning is written into short essays. To answer the statements of the problem, the writers used Allan and Burridge (2006) and Finegan (2008) theories. The word purpose of the study is giving the definition and classifying the form of jargon that are used by Travel Consultants in BayubuanaTours and Travel. The result of this study shows 50 (fifty) jargon words used by Travel Consultant, which consist of 12 (twelve) jargon words, 27 (twenty seven) phrases, 5 (five) acronyms and 6 (six) abbreviations.
Keywords: linguistics; jargon; travel consultant	
Kata Kunci: linguistik; jargon; konsultan travel	Abstrak Analisis Jargon yang Digunakan oleh Travel Consultant di Bayubuana Tours and Travel Penelitian ini berjudul Analisis Jargon yang digunakan oleh Travel Consultant di BayubuanaTours and Travel. Jargon adalah kata kata khusus di suatu bidang khusus. Jargon berhubungan dengan kehidupan manusia, pengalaman, dan kehidupan sehari hari. Penelitian ini bertujuan menganalisis jargon yang digunakan oleh Travel Consultant di Bayubuana Tours and Travel. Penelitian ini tertarik di bidang linguistic, khususnya dibidang sociolinguistics. Pada saat ini sangat penting untuk semua kalangan. Penelitian ini menggunakan qualitative method, maksud penjelasan ditulis dalam essay pendek. Untuk menjawab permasalahan penulis menggunakan theory Allan and Burridge (2006) And Finegan (2008). Point penting dari penelitian ini untuk memberikan pengertian dan golongan jenis jenis dari bentuk jargon yang digunakan di Bayubuana Tours and Travel.

Introduction

People live in a world with a different society and language variety. They use various languages which depend on the particular situation, profession, or education. In this case, the language is closely related to the people of an area as subjects or actors speak as a means of communication and interact among the groups with each other. As the case above, the study about the relationship between language and society of various functions of language in society is called sociolinguistics.

Wardhaugh (2006, p.10) mentions that there is possible relationship between language and society where the structure may either influence or determine linguistic structure and or behavior or the opposite way. Further Wardhaugh points out that sociolinguistics explores language and society. It will influence each other.

Jargon is also assumed as a language variety containing a set of unique vocabulary that is used by people who have interest, class (social status), or the same position in a certain area, for instance in a working area. In the working area, there are so many professions that used jargon for example, such as: politicians, police, doctors, etc. They have their own jargon and use it in their file in order to make their communication easier. It is assumed that jargon is used by many communities in different fields.

For instance, a politician in a parliamentary government usually uses the word or phrase, such as bailout means helping a large company with its debts with the intention that the company will repay the money in the future. Another example is jargon terminology found in hospital medical jargon. Jargon words in medical context are such as ICU (intensive care unit), surgery, operation and others. The police jargon usually used by police when they are on duty, such as 86 code means the area is safe or without disturbance. However, in the business industry communication is most important because it occurs mostly to influence people or customers to buy or use their products or services. It happens in the communication used by Travel Consultant in Travel Agency.

Travel agent is a private retailer or public service that provides travel and tourism related services to the public on behalf of suppliers such as activities, airlines, car rentals, cruise lines, hotels, travel insurance, and package tours. Syrratt and Archer (2003, p.2) claims that "Travel and Tourism is a fast-growing industry, which ebbs and flows according to circumstance, but which responds well to the changes taking place around the world". Based on the above statement, the travel agency is a fast-growing industry. One of the most important factors is to serve customers, to promote or give explanations regarding their product, and their services. The Travel Agency has responsibility to give and receive information to ensure the customer is pleased with the products and services. A Travel consultant is a person who sells the products in a travel agency such as airline ticket, package tour, hotel voucher, and travel insurance, etc.

In working areas, there are some specific words used which are introduced as jargon. It is used to care for communication later and is easy to understand by related customers. Therefore, an analysis of the use of jargon words is conducted.

Methodology

The data objects in this research are taken from jargon in PT. Bayubuana Tours and Travel. These jargons were analyzed based on their forms, meanings, and types. Further they are classified into word, phrase, abbreviation, and acronym. The secondary data are taken from books and journals related to the topic.

In this study, the data were qualitatively analyzed by Allan and Burridge and Finegan theory of jargon which focused on the PT Bayu Tours and Travel. The method of data analysis that the writer used is a descriptive method. The steps of analyzing the data are following. Firstly, finding out and choosing the words compose jargons in Bayubuana Tours and Travel. Secondly, categorizing them based on the types. Lastly, analyzing the jargon words are found in the descriptive explanation or essay form.

Finding and Discussion

Datum 1, Base Fare

Base fare is used by travel agents to inform the customers of the estimated fare ticket. Usually the travel consultant gives information to the customer price to exclude tax and fee of service. Base fare is a phrase because it is combined by two words into one word. According to Oxford, base is the lowest part of something, on which it stands. Fare is a noun meaning money charged for a journey by bus, train etc.

In travel agency base fare means that price issued from airlines usually this fare excluding airport tax and other surcharge. The function of base fare is to count the commission of the travel agent. The base fare plus applicable taxes equal the total selling fare of the airline ticket. There are also other charges that may be added directly to the base fare and become part of the base fare amount on the airline ticket.

Datum 2, Fare Basis Code

Fare basis code is a phrase because it is combined by three words into one word. Fare, Basis, and code have their own meaning when they are stand alone. Fare is a noun meaning money charged for a journey by bus, train etc. Basis is plural forms of base word and code is noun means system of words, letters, numbers or symbols that represent a message or record information secretly or in a shorter form. Fare Basis code is a code composed of one or more characters that identifies a particular type of fare.

This code usually aims to show the seat class and validity of the ticket. It is helpful to be able to read the fare basis codes before looking at the more detailed fare rules. In the travel agent, the function of fare basis code is to make sure the price is based on auto pricing from system reservation.

Datum 3, DOI (Date of Issue)

DOI is an acronym that is formed from the initial letters of the words in name, title or phrase. It can be pronounced as a single word. A DOI or Date of Issue ticket is a period ticket to issue. It will be found usually in period promotion of tickets. As a travel agent, DOI is also to determine when the customers must issue the ticket, because when the customers are issued out of this period, the ticket price will be back to normal fare.

Datum 4, DOT (Date of Travel)

DOT is an acronym because it formed from the initial letters of the words in name, title or phrase. It can be pronounced as a single word. DOT or Date of Travel means the customer's period to travel uses the ticket. It will be found usually in period promotion of tickets. Date of travel also to inform the customer prohibited dates of travelling from airlines, such as high season period or blackout date period.

Datum 5, e-Ticket

E-ticket is an acronym from Electronic Ticket. E-Ticket is created at the time of sale. The travel agent still creates a passenger record in the agency's CRS and books flight in the standard way. The passenger shows e-ticket and identity to counter check-in and it must be the same. E-ticket usually consists of itinerary, booking code, name of passengers, name of airlines, code airlines, number flight, route, date of travel, departure time & arrival time of travel, booking class and booking seat. E-Ticket is an acronym because new words form the initial letters in name, title, or phrase.

Datum 6, Go Show

Go Show is someone who takes the passenger's ticket to the airport to buy the ticket. Generally, it happens a lot when the passengers missed their ticket or the passengers rushed or the passenger to fly standby on the next flight to the same destination and also the passengers may arrive at the airport early whether accidentally or on purpose.

Go Show is a phrase because it is combined by two words into one word. In the Oxford dictionary, go is a verb means move from one place to another place. While, show is a verb means to make something clear or prove something. In travel agency terms, go show is also called standby flying when a passenger travels on flight without a prior reservation for that specific flight.

Datum 7, No Show

No Show is a phrase because it is combined by two words to become one word. Based on the Oxford dictionary, no is also used to express the opposite: to give a negative reply or

statement and show its verb means make something clear or prove something. Thus, no show in the travel agency can interpret the passengers or someone who already has an itinerary to travel or ticket but they were not coming to the airport to fly. Usually the passengers suddenly cancel the ticket for some reason. This condition ticket usually has no show fee from airlines.

Datum 8, Issue Ticket

Issue ticket is a phrase because it is combined by two words becoming one word. Issues and tickets have their own meaning. In the Oxford dictionary, issue has meaning. Issue is too important a topic for discussion, issue can also be interpreted to make something known or produce something. While, ticket is a printed piece of card or paper that gives you the right to travel on a bus, enter a cinema, etc.

In travel agency terms, an issue ticket is a ticket confirmed after booking the passengers or the customer paid the tickets then a ticket given to customers. Tickets that are printed consist of itinerary, booking code, name of passengers, name of airlines, code airlines, number flight, route, date of travel, departure time & arrival time of travel, booking class and booking seat. Print tickets usually have the price of the ticket and also frequent flyers from airlines.

Datum 9, Open Date Ticket

Open date ticket is a phrase because it is combined by three words into one word. They consist of open, date and ticket. Each of them has its own meaning. Open is an adjective and can be interpreted based on the sentence, such as not closed, spread out, not keeping feelings hidden, etc. Date refers to a date on something, a ticket is a printed piece of card or paper that gives you the right to travel on a bus, enter a cinema, etc.

Thus, in travel agency terms, an open date ticket means the passenger's ticket issued by a carrier, usually an airline, without reservation to use a particular service, such reservation to be made at a later date. Passengers prefer an open coupon on their ticket if they aren't sure when they will be flying on that particular segment, but they want the convenience of paying for it beforehand. Generally, for a travel agent to charge a fare for the open coupon, that must be considered such as, airline, fare basis, and date of travel.

Datum 10, Itinerary

In general, an itinerary is a plan for a journey. Itinerary is a word because it is a unit of language and has meaning. Itinerary means schedule travelling in ticket or schedule travelling in group tour or individual tour. Commonly, itinerary in ticket consist of number flight, route, date of travel, departure time & arrival time of travel. The function of the itinerary in ticket to show the schedule of flight and to show the details of reservation.

Datum 11, One Way

One way is someone who travels to one destination without a return to the origin. The passengers used this route because they did not determine the time to return to the origin region. In this condition, the cost ticket is more expensive than the return ticket, because the airport tax will be counted way per way. Generally, the passengers want to know the fare per ticket. One way is a phrase because it is combined by two words to become one word. One way consists of two words. There is one way. One is numeral or used when you identify the person or thing you are talking about or someone whose type is mentioned. Way is a noun or route or road that you take in order to reach a place. Thus, in travel agency terms that are often used by Travel Consultant to inquire about their travel because it would affect the cost of the ticket.

Datum 12, Return

Return is a word because this word has a meaning. Generally, return is the act of returning to a place. Jargon words in travel agency areas, return is someone who is doing a round trip from the origin to the outward destination with a return to the origin. Return uses the same route and airline in each direction of travel. In other hands, the routing to the outward destination is exactly the same as the return routing back to the origin. Commonly, the cost of

a ticket in this situation is cheaper than the passenger doing one way travel, because the airport tax and other surcharges are already counted in all trips.

Datum 13, Open Jaw

Open jaw is a phrase because it is combined by two words to become one word. Open jaw consists of two words: open and jaw. Their own meaning to each other when they are standalone without a sentence. Open is an adjective and can be interpreted based on the sentence, such as not closed, spread out, not keeping feelings hidden, etc. While, jaw is a noun it can be interpreted as either of the bone structures containing the teeth. In ticketing terms with travel agency areas, open jaw jargon is different from the true meaning.

Open jaw is a round trip or circle trip nature that contains a surface or non-air segment. An open jaw occurs when any of the following happens: the passenger's outward destination is different from the departure city for the return trip, the passengers depart from the origin city and return to a different city. For example, the passengers want to depart in Paris airport and out from Netherland airport. Open Jaw is a phrase because two words become one word.

Datum 14, Surface Segment

Surface Segment is a phrase because it is combined by two words to become one word. They consist of surface and segment. Surface and segment have their own meaning. Based on the Oxford dictionary, surface nouns can be interpreted outside or the top layer of something. Segment is part of something or section. While in ticketing terms the surface segment has a different meaning. Surface segment means part of the itinerary displayed in the reservation system non air. A surface or non-air segment in the itinerary is identified with a symbol.

In this condition, the fare of this ticket is usually more expensive than the passengers travelling back and forth in the same city. The difference between surface segment and open jaw is when the passengers enter and exit the airport without flying. For example, from Denver to Los Angeles on United Airlines, from Los Angeles to San Francisco surface segment: driving by car/ by train and not flying and from San Francisco to Denver on United Airlines.

Datum 15, PNR

PNR is an abbreviation from Passenger Name Record. PNR means an automated record of a client's reservation that is created and stored in a computer reservation system. PNR is an abbreviation because it simplifies words or combined words by taking the only initial letter of each word. The function of PNR is to give an easy way of finding data in system reservation. The PNR is the automated record of a client's reservation. PNRs are completed and stored in the computer and can be redisplayed by the travel agent at any time for review, itinerary changes, or cancellations.

Datum 16, Rebook

Rebook is a word because this word has a meaning. Rebook is the basic word of book and re- is affixation. While, in the ticketing area rebook is one of jargon words that is often found by travel consultants to inform customers to rebook or make a reservation with the same previous reservation. Thus, a rebook is a reservation which has already passed the time limit of the ticket and booked again with the same details in system reservation. The function of rebook is to re-order the previous reservation in the system because the first reservation was cancelled. Generally, rebook desires from passengers because it wants to get the same details and reservation at the same price.

Datum 17, Refund

Refund means tickets purchased by passengers are still valid and can be reimbursed by the airlines if cancelled from passengers in accordance with provisions from airlines. Refund is word because this word has a meaning. The function of refund is to give back the deal reservation because the purchaser cancelled the ticket that they had some reasons immediately.

In this condition, tickets are still valid, that have not been used at all segment itineraries and the date of departure is still a long time.

Datum 18, Reissued

Reissued means ticket printing back because there is schedule change from airlines or from passenger to the difference calculation in accordance with the prevailing price and tax and also provision from the airlines. Reissued is a word because this word has a meaning. The function of the reissue is to reproduce the ticket. Sometimes the price of the ticket is changing. Mostly, the price of the ticket is higher than the previous deal.

Datum 19, Reroute

Reroute means to change the route of the already issued ticket and also get a reroute fee. Reroute is a word because this word has a meaning. In this condition, the passengers request a travel agent to change the previous route to the desired route. The passenger who changes this route due to the weather factor at the original destination.

Datum 20, Blackout Dates

Blackout Dates is a phrase because it is combined by two words becoming one word. They consist of blackouts and dates. Blackout and date are nouns. Based on oxford dictionary, blackout is a period of darkness caused by electrical failure. Date is a particular day of the month or year. When the word blackout and date become one word then be a phrase. In travel agencies, blackout dates are specific dates or ranges of dates when travel is not allowed at the fare level or the discount fare is not valid, length of stay, and controlled-inventory sales. Examples of blackouts from airlines are school vacation and holiday periods to resort destinations. The function of blackout dates is to inform the passengers of the discount fare. If passenger travel between blackouts date period the discount fare is not valid and back to the normal fare.

Datum 21, Endorse

In travel agents, ticket endorse means passengers are allowed to use any airlines along it's their path, usually the price of ticket more expensive and fare calculation based on mileage or mileage system issued by IATA (International Air Transport Association). Endorse is a word because this word has a meaning.

Endorse ticket usually to use by business travelers or someone who often travels to any destination by every airline. It happens, usually the airplane has no flight to the desired destination passenger route. Thus, the airlines prepare the endorse ticket to make passengers comfortable with their flight.

Datum 22, Booking Code

Booking code is a phrase because it is combined by two words to become one word. They consist of booking and code. Booking from one word is book and give affixation is *-ing* and then become one word is booking. Booking is a noun. Code is a noun. According to the Oxford dictionary, a book is a number of printed sheets of paper fastened in a cover. Thus, booking means an arrangement that is made in advance to buy a ticket to travel somewhere. Code is a system of words, letters, numbers or symbols that represent a message, a message or record information secretly or in a shorter form.

In the ticketing area, the booking code is code reservation after the passenger books a ticket. The function of the booking code is to easily record and check the reservation in system or in website airlines. Mostly booking code is used by the passengers in web check in

Datum 23, Non Change

Non change is a phrase because it is combined by two words to become one word. They consist of prefix is non- and non-verbs. Based on the Oxford dictionary, changes can become

or make something different. In the reservation term, this phrase was used to regulate ticket promo.

Generally, this ticket occurs in ticket promotion. It cannot change the travel period (date of departure and arrival and time), route, change flight or change the name of passenger after issued ticket. It will be found in a promo ticket. Generally, promo tickets have more stringent regulations than regular tickets.

Datum 24, Fix Date

Fix date is a phrase because it is combined by two words becoming one word. They consist of fixed words and date words. Fix is a verb and date is a noun and it has its own meaning. Based on the Oxford dictionary, fix, arrange or organize something. Date is a particular day of the month or year.

Generally, a fixed date in ticketing area terms means a status ticket that cannot be changed for all periods of departure and arrival after being issued. Whether the ticket is cancelled nor refunded. It will be found in this condition on the promo ticket. Fixed Date is a phrase because it is two words that become one word. Fix date to inform the passengers shall not be the altered printed ticket, either date or time of departure or arrival. Thus, after issuing the tickets cannot amend everything.

Datum 25, Fix Flight

Fix flight is a phrase because it is combined by two words to become one word. There are two words, fix and flight. Fix is a verb and flight is a noun and it has its own meaning. Based on the Oxford dictionary, fix is arranging or organizing something. Flight is a journey made by air. Generally, fixed date in ticketing area terms fix flight is the condition that the ticket cannot change the schedule in the same airlines, whether the ticket is cancelled or refunded.

The customers in this situation are ready to fly. They do not have any change to make the flight cancel or change. Fix flight happens when the passengers bought the promotion ticket which is the ticket is lower price than usual. The function of the fixed flight is to inform passengers that they have dealt with their ticket.

Datum 26, Time Limit

Time limit is a phrase because it is combined by two words becoming one word. There are two words, time and limit. Time is a noun. According to the Oxford dictionary, time is what is measured in minutes, hours, days, etc. While, limit is a noun. Limit is a point or line that may not or cannot be passed.

In travel agents, time limit is a hold limit or option date, by which time the ticket must be purchased and issued by the travel agency. Time limits are established according to the date the reservation was made in advance of the departure date. For example, if a reservation is made three weeks prior to departure, the ticket must be issued at least five days prior to departure. Time Limit is a phrase because two words become one word. The function of the time limit is to limit the paid time. Mostly, the time limit is to push the passengers to pay the ticket quickly.

Datum 27, Void

Void means cancellation of an issued ticket, usually due to a mistake in the reservation such as the name of the passenger, route, and date of departure and arrival etc. Void is only done on the same day with an issued ticket, unless there is a special regulation from airlines. Void is a word because this word has a meaning. The function of void is to cancel the ticket on the same day. Mostly, the void happened because of a mistake. For example, the mistake in reservation such as name passenger inappropriate with identity passengers, route and date of departure or arrival inappropriate with the passenger wished.

Datum 28, Waiting list

Waiting List is a phrase because it is combined by two words into one word. There are two words, waiting and list. Waiting origin word from wait. Wait is a verb, but give the affixation –ing became waiting is a noun. List is a noun. List is a set of names, things, etc written down in order. Thus, the waiting list is a noun and it is a phrase. Waiting list is a list of people who are waiting for something that is not yet available.

While, waiting list in a travel agent means a list of passengers wishing to join a flight, sailing or tour, which is fully booked; sometimes also used by hotels when fully booked. Those on the list may then be accommodated in case of cancellations or no shows. In the ticketing area, the function of the waiting list is to give the information that the passengers can not join in the current flight. Waiting list status can also be confirmed or not confirmed from each airline or hotel depending on subject availability.

Thus, the airlines or hotels give the confirmation to the passengers to wait whether they are going to wait or to cancel the deal. Generally, the system reservation ticket showed the symbols of the waiting list through HL in the system of airlines, while in hotels reservations showed the sign as book on request.

Datum 29, HK

HK is status code in ticket reservation. That is also called confirm in ticketing regarding area, which the ticket not issued yet but confirm in reservation. HK is abbreviation because simplify words or combined words by taking the only initial letter of each words. The function of the symbol HK shown in system reservation is confirmed by airlines, whether as a booking list or issued ticket. Generally, HK symbol happened because the passengers tried to book the ticket but they were not sure that flight will be gone well or pending for a moment.

Datum 30, Code Sharing

Code sharing is a phrase because it is combined by two words becoming one word. There are two words, code and sharing. Code is a noun. Based on the Oxford dictionary, code is a system of words, letters, numbers or symbols that represent a message, a message or record information secretly or in a shorter form. While sharing is the origin word from share. Share is a noun, which means part of something divided between two or more people.

In ticketing terms, code sharing is a cooperative agreement between two or more airlines to share the sale of seats on one airline's aircraft; it's also called dual designated carriers. For example, Garuda Indonesia airlines make an agreement with another airline because Garuda Indonesia Airlines has no route in such a passenger order. Thus, Garuda Indonesia Airlines offered the passengers use of other airlines by dealing the ticket from Garuda Indonesia. The point of this situation is the passengers got the ticket from Garuda Indonesia Airlines by using another airplane. The symbol of code sharing in system reservation is displayed.

Datum 31, Aisle Seat

Aisle Seat is a phrase because it is combined by two words to become one word. The words consist of aisle and seat. It has its own meaning. According to the Oxford dictionary, Aisle is a noun, aisle is passage rows of seats in a church, plane or something between shelves in a supermarket. Seat is a noun, which means place where you can sit. In aviation jargon, aisle seat is the seat on the plane between the middle row or aircraft and the aisle. Aisle seat is the position of the seat which is placed on the edge. This seat is the most favorite seat for the passengers who wish to sit comfortably to go somewhere.

Generally, an aisle seat is to show the favorite place that the passenger needed because it is a strategic seat for the passenger when they want to take a leave easily. Commonly, the passenger knows the aisle seat. This seat is usually in the row C, D, F, and G, depending on type of aircraft.

Datum 32, Window Seat

Window Seat is a phrase because it is combined by two words becoming one word. There are two words, window and seat. Window is a noun. Based on the Oxford dictionary, the window is glass at the front of a shop and the area behind it where the goods are displayed. While, seat is a noun meaning place where you can sit. Thus, window seat is a noun and it is a phrase.

Window seat is a seat on the plane located in the border and near the window of the airplane. Usually, this seat becomes a favorite spot for the passengers if they fly in the morning or afternoon. The passengers will see a view from above in the airplane. The function of the window seat is to inform you that the seat of the airplane has a unique place because it is placed next to the window. Mostly, devotees of these seats are people who are interested in the view.

Datum 33, Direct Flight

Direct Flight is a phrase because it is combined by two words to become one word. There are two words, direct and flight. It has its own meaning. According to the Oxford dictionary, direct is a verb that means to aim at something in a particular person. While flight is journey made by air.

Direct Flight, also called a through flight, means single plane service between two cities one or more intermediate stops along the route. Direct service also means single plane service because there is no change in flight number. The function of direct flight is to give information that the passengers no need to transit during the flight. Generally, direct flight has its own route.

Datum 34, Business Class

Business Class is a phrase because it is combined by two words into one word. They consist of business and class. Based on the Oxford dictionary, business is a noun meaning the activity of buying and selling. While, class is a noun meaning group of students taught together. Business Class is a cabin on a domestic or international commercial flight that is located directly behind first class which offers service and amenities that range between first class and coach. Business class is also called executive class. It was dubbed business class because it was toward the frequent traveler or business traveler.

Business class for those passengers who wanted upgraded service and more comfort than they would receive in coach but without paying the high cost of first class ticket. On most planes, business class seats are crafted with leather and sheepskin, tray tables that swing outward (giving the passengers more freedom of movement), and leg rests that adjust by pushing a button at the seat.

Datum 35, Economy Class

Economy Class is a phrase because it is combined by two words into one word. According to the Oxford dictionary, economy is a noun. Economy is the economic system of a country. While, class is a noun meaning group of students taught together. Thus, in ticketing terms, economy class is the term for coach seating on international flights. It is the location of the greatest number of seats on an aircraft. Usually most passengers who are paying discounted ticket prices are sitting in coach class.

Seats are set closer together and are narrower than those in first-and business-class cabins. The average seat pitch in economy class is between 31 and 34 inches. Beverages and meals are served at no extra charge, although liquor, beer, and wine usually must be purchased. On shorter flights, passengers in coach class may be served a lighter snack, whereas passengers in first or business may be served a full meal.

Datum 36, Booking Class

Booking Class is a phrase because it is combined by two words becoming one word. Booking Class also called class of service. Booking from one word is book and give affixation is *-ing* and then become one word is booking. Booking is a noun. According to the Oxford dictionary, a book is a number of printed sheets of paper fastened in a cover. Thus booking

means an arrangement that is made in advance to buy a ticket to travel somewhere. While, class is a noun meaning group of students taught together.

These classes of service are used in airline schedules to denote the types of seating on board a specific flight. Booking class or class of service means a separate compartment on an aircraft that determines the location of passenger seating, level of in-flight service, and price; three standard classes of service are first, business, and coach.

Datum 37, Early-bird rate

Early-bird rate means a special rate for early booking. Usually the customers get the benefits, such as discount rate, special offer, and reward. Early-bird rate is a phrase because it is combined by three words into one word. When they are combined it has a meaning and they have meaning when they are alone. Based on the Oxford dictionary, early is an adjective, bird and rate is a noun. Early is near to the beginning of something. While, bird is a creature with feathers and wings, usable to fly. Rate is a measure of the speed at which something happens of miles per hour. Basically, in ticketing terms means the customers have less money if they book the rooms weeks or months in advance.

Commonly, in the condition rate, hotels will give note or inform the regulation to customers that such a rate usually when the customers cancel or change the booking at any time while already paid cannot be amended after issuing the voucher hotel reservation.

Datum 38, Stopover

Stopover is also called layover. Stopover is a voluntary and prolonged stop at a city on the route. Stopover is a word because this word has a meaning. Generally, stopover means a scheduled break in a journey agreed in advance by the carrier or interruption of a journey, usually overnight, which may be at the passenger's request or necessary.

The regulation for domestic travel, the passengers make a deliberate stop for more than four hours, for international trips the standard a stopover is a deliberate stop for more than twenty-four hours. If the passengers makes a stopover on a domestic or international airline ticket, a fare is charged to that city.

Datum 39, Frequent Flyer

Frequent Flyer is a phrase because it is combined by two words to become one word. There are two words, frequent and flyer. In the Oxford dictionary it means `` each other. Frequent is an adjective, which means happening often. While flyer is the original word from fly and give affixation -er become one word is flyer. Flyer is a noun, meaning a person who travels in an aircraft. Thus, in the ticketing term, frequent flyer has a different meaning.

Frequent flyer is a membership card from the airlines when the passengers travel in the world in which the passengers get a point and get rewards and privileges. Frequent flyer made by airline's marketing program designed to build passenger loyalty and that allows the traveler to accumulate flown mileage on a particular airline; the mileage can be traded in for rewards such as class upgrades or free ticket for future trips.

Datum 40, Long Haul

Long haul is a phrase because it is combined by two words to become one word. Long haul consists of two words: long and haul. In the Oxford dictionary, long and haul is a verb. Long means having a great or a given extent in space or time. While, hauling is pulling something with a lot of effort. Thus, in ticketing terms, long haul means distinction of particular relevance in civil aviation, where it stems from differences in aircraft types, operational and traffic handling technique and in marketing.

However, the distinction is most appropriately based on the measurable length of haul. Long haul travel as flights lasting more than about five hours. Commonly, on this trip a long haul occurs on a long trip which takes more than five hours, such as Jakarta to the United States,

Jakarta to Europe country, Jakarta to Africa, or etc. This trip usually transits as home base for each airline. And also the passengers request a stopover in other countries.

Datum 41, Sabre

Sabre is the airline computer reservations system usually used to search the scheduled airlines, pricing, and make a book reservation ticket for international flight. Sabre is a word because this word has a meaning. Sabre Global Distribution System (GDS) owned by Sabre holdings, is used by travel agents around the world with more than 400 airlines, 220,000 hotels, 42 car rental brands, 38 rail providers and 17 cruise lines. The sabre GDS enables companies such as American Airlines, American Express, Travelocity, etc. one of travel in Indonesia that use this system is Panorama Tours and Travel.

Datum 42, Adjoining room

Adjoining room is a phrase because it is combined by two words to become one word. Adjoining original word from adjoin. Adjoin gives affixation –ing become one word is adjoining. Adjoining is a verb. Based on the Oxford dictionary, adjoining is a room located between something or next to something. While room is a noun, it means part of a building with its own walls, ceiling and door. In travel terms, adjoining rooms means rooms in a hotel or another building adjacent to each other without direct access between them. Commonly, the customers give information to travel consultants if they have reservation rooms they wish to adjacent rooms with the family or their group.

But in this situation, the travel agent and hotels have to enactive when they request the adjacent rooms because it is all subject to room availability when the customers check in. Generally, when the travel agent gives notes to hotel reservations, the hotels give priority first.

Datum 43, XO

XO is an abbreviation because it simplifies words or combined words by taking the only initial letter of each word. XO is an abbreviation from Exchange Order. Exchange means a form used to order something to a vendor. This form is only used by branches of Panorama World or Panorama Express in Indonesia, because they are franchises of Panorama Tours. The function of this form is to make a reservation to vendors such as ticket airlines, tour, hotels, visa, car, etc. XO contains details of each booking.

For example XO for ticket airlines contains the date and time of departure and arrival, number flight, code airlines, name of the passenger as reservation in system, booking code, initial maker of XO, calculation of fare of price ticket, such as tax and commission for travel agents.

Datum 44, FIT

FIT is an acronym for Free Individual Traveler. It means the people doing travel alone, they determine the date of departure and arrival of their trip, along the journey, they have an itinerary by itself, and also in this trip without Tour Leader/Tour Guide. FIT is an acronym that is formed from the initial letters of the words in name, title or phrase. It can be pronounced as a single word. Generally the cost of this trip can be more expensive than group tours.

Datum 45, Invoice

Invoice is a form of proof of purchase from the agent to the customer or from the agent to the vendor for purchase of something already paid in full. Invoice is a word because this word has a meaning. The function of this form is to provide proof of legal payment stamped and signed by the authorities or finance. This form also gives information to customers as proof of payment with the nominal paid. Generally, invoices consist of 2 copies, one for customers and one for the finance team as a report finance.

Datum 46, Inquiry

Inquiry is a form used for proof of a temporary booking provided to a guest for payments incurred by a travel consultant. Inquiry is a word because this word has a meaning.

The function of inquiry form is as a proof of payment and a temporary booking usually for ticket purchases. Generally this form is used at exhibition venues. This form should be also signed by the guest as their approval that the reservation confirms and that is correct.

Datum 47, CSR

CSR is an abbreviation because it simplifies words or combined words by taking only the initial letter of each word. CSR is an abbreviation from Cash Receipt. CSR is also called a deposit for a tour or reservation requiring a deposit in advance. The CSR number will appear automatically in the tour reservation system when the customer has made the deposit payment to Panorama Tours. CSR is used by the finance team as a nominal deduction of the corresponding balance held by each branch.

Datum 48, TBF

TBF is an abbreviation because it simplifies words or combined words by taking only the initial letter of each word. TBF is an abbreviation from Tour Booking Form, which means a form that contains details of a reservation booking tour, such as name of tour, name customers as passport, number passport, request customers.

Datum 49, TRF

TRF is an abbreviation because it simplifies words or combined words by taking the only initial letter of each word. TRF is abbreviation from Tour Reservation Form, means a form that contains details of a reservation package tour such as, price of details tours, name tour, name customers as passport, number passport, date of birth customers, validity passport, number booking, and also this form must be signed by customers.

Datum 50, DOA

DOA is an abbreviation because it simplifies words or combined words by taking the only initial letter of each word. DOA is an abbreviation from Document of Airport Handling. DOA is one of the divisions for travel document management such as making a passport, passport extension, and visa application in Panorama Tours and Travel.

This section also has its own system in which a travel consultant will know the status of visa or passport status and other travel documents that apply at the embassy or immigration. In this system the status of visa or passport process is P which means Process, G is guaranteed, and R is rejected. This system also often update the news from embassy, such as public holiday embassy, get know schedule an interview in embassy for apply visa, other news from embassy.

Conclusion

In the working area, there are so many professions that use jargon, one of them is Travel Consultant who works as a Travel agent. The jargon that is used by travel consultants to make the conversation easier between Travel Consultant and also for the customers who often travel by airplane.

First, jargon provides speakers of specialized domains with clear, unambiguous terms that refer to their activities. Secondly, it also provides speakers of a sub-group with a means of marking in-group membership and excluding outsiders. Jargon is a language variety containing a set of unique vocabulary that is used by people who have the same interest, class (social status), or same position in a certain area, for instance in a working area.

After analyzing the data findings as mentioned in chapter IV, the writer found 50 (fifty) jargon words in Travel agent. Those are fifty of jargon words found in travel agent such as the following: Base Fare, Fare Basis Code, DOI, DOT, e-Ticket, Go show, No show, Issued Ticket, Open date ticket, Itinerary, One way, Return, Open Jaw, Surface segment, PNR, Rebook, Refund, Reissued, Reroute, Black out date, Endorse, Booking Code, Non Changes, Fixed date, Fixed flight, Time Limit, Void, Waiting List, HK, Code share, Aisle seat, window seat, Direct flight, Business class, Economy class, Booking Class, Early bird rate, Stopover, Frequent Flyer

Airlines, Long Haul, Sabre, Adjoining room, XO, FIT, Invoice, Inquiry, CSR, TBF, TRF, DOA.

They consist of 12 words form, 27 phrase form, 5 acronym form, 6 abbreviation form. Some of the data were analyzed by using a dictionary of travel tourism hospitality and also a book of travel agency practice. As seen from the results, it can be concluded that jargon words in travel agents are usually used by Travel Consultant.

Based on the result study, it is suggested to some readers who are interested in linguistic fields, especially about jargon in any some places, such as working area, different situation, social culture, some communities, etc. it hopefully can ask the reader to look forward in gaining the knowledge of some jargon theories relating to the different object. To understand jargon, readers should read more books about sociolinguistics, especially about jargon, search for information about jargon words on the internet or in a journal.

The other suggestions are designed for students who are interested in analyzing jargon words with different theories. Students are expected to dig more knowledge about any aspects in the linguistic field. Also, they hope to understand the meaning of jargon words found in travel and ticketing terms.

References

- Allan, K., & Kate, B. (2006). *Forbidden Words: Taboo and Censoring of Language*. New York: Cambridge University Press.
- Ardiyanto. (2014). *Jargon used by Stylist in Rabel Beauty Salon*. Malang: Universitas Brawijaya.
- Biber, D., & Edward, F. (1994). *Sociolinguistic Perspective on Register*. New York: Oxford University Press.
- Creswell, John W. (2003). *Research Design Qualitative & Quantitative Approaches*. California: Sage Publication, Inc. California
- Finegan, E. 2008. *Language: Its Structure and Use*. Fifth Edition. USA: Thomson Higher Education.
- Flick, U. (2009). *An Introduction to Qualitative Research*. London: SAGE Publications.
- Fromkin, R.H. (2009). *An Introduction to Language*. New York: Wadsworth, Cengage Learning.
- Halligan, N. *A Short Course on Writing Technical Reports*. <http://www.technical-writing-course/index.html>
- Holmes, J. (2013). *An Introduction to Sociolinguistic*. London and New York: Routledge Taylor & Francis Group.
- Hornberger, N. H., & Sandra L.M. (2001). *Sociolinguistic and Language Education*.
- Juliasri, Delvia (2014). *Technology Jargon Analysis of Selected Smartphones*. South Tangerang: Pamulang University.
- Krisciptyani, W.J. (2014). *The Use of Banking Jargon in BCA Menara Batavia*. South Tangerang: Pamulang University.
- Lieber, R. (2009). *Introducing Morphology*. New York: Cambridge University Press
- Medlik, S. (2003). *Dictionary of Travel, Tourism and Hospitality*. Third Edition: British Library
- Meyerhoof, M. (2006). *Introducing Sociolinguistics*. Second edition: Oxford
- Munawarah, H. (2015). *An Analysis of Aviation Jargon Words used in Aviarsi Magazine*. South Tangerang: Pamulang University.
- Nurmala. (2015). *The Analysis of Jargon Formation Words in Online Trading: A Case Study of Jargon Formation in Forum Jual Beli Kaskus*. Bandung: Universitas Pendidikan Indonesia

- University of Oxford. (2008). *Oxford Learner's Pocket Dictionary*: Oxford University Press.
- Perdana. (2005). *Naval Jargon on Battleship Movie*. Surabaya: Universitas Islam Negeri Sunan Ampel
- Purzycki, J.S. (2001). *A Practical Guide to Fares and Ticketing*. Thomson Learning, Third Edition: United States
- Spolsky, B. (1998). *Sociolinguistic*. Oxford: Oxford University.
- Swan, J. (2004). *Dictionary of Sociolinguistic*. Scotland: Edinburgh University Press.
- Syratt & Archer. (2003). *Manual of Travel Agency Practice*. Burlington: British Library.
- Verspoor, M., & Sauter, K. (2000). *English Sentence: Analysis an Introductory Course*. Amsterdam: University of Groningen
- Wardaugh, R. (2010). *An Introduction to Sociolinguistics*. United Kingdom: Blackwell publishing Ltd.
- Yule, G. (2006). *The Study of Language Third Edition*. United Kingdom: University Press, Cambridge.