CHAPTER III

THE DESCRIPTION OF THE TOPIC

The details of terminology in the tour schedule and problems which the writer found during job-training period at P.T. Dago Wisata International will be described in this chapter as the description of the topic. Therefore, the writer wants to analyze the usage of English terminology in tour schedule as his job-training report.

Marketing Staff is the writer's position during the job-training. Providing information about the tour schedule and translating of few documents about tender-offers are the occupations for the writer. First time handling this job is easy, however, when the offer came from the extravagant hotel which existed by international basis, The Trans Luxury Hotel, the writer start to find the difficulties. The terminology such as:

1. Black Out Dates
2. The Type of Rooms:
    a. Junior Suite
    b. Deluxe Suite
    c. Superior Suite
    d. Presidential Suite
3. B&B

The terms above are appeared in the offers. The writer tries to get the meanings with translate it, but the results are unacceptable;

Source Language	Target Language
Black Out Dates	Tanggal Kedaluwarsa (?)
Junior Suite	Kamar Khusus Anak (?)
Deluxe Suite	Kamar Kelas 3 (?)
Superior Suite	Kamar Kelas 2 (?)
Presidential Suite	Kamar Kelas Atas (?)
B&B	Layanan Kamar untuk sarapan (?)

Not satisfied about the results, the writer tried to find the meanings without translate it from word by word, but lot of common people also didn't know about those terms meanings even it didn't translate. The terms such as:

1. **Black Out Dates**

   The common people who didn't familiar with that term think that ***Black Out Dates*** is *"When the park is rented out to a group or company for the evening"*

2. **The Type of Rooms: Junior Suite**

   "Junior suite" really a term with no substance"

When the writer realize about this peculiarity, the writer ask his senior who already done with the terms like the writer found above.

The writer found that, **"there are a several terms in tour schedule, the offer, and the itinerary which cannot be translated, because that's a global terms which usable in domestic or overseas".**

According to that answer, and the other source from the internet and the hand book of the company, the writer knew that those terms which the writer confused to translate are global terms. In the traveling, those terms above have a meaning:

1. **Black out dates** is known as the dates when travel rewards and other special discount are not available to use. Usually the dates are goes on major holidays or other peak travel seasons.

2. **The Type of Rooms**:
    a. **Junior Suite** is known as a room which has a separate living-sitting area (although not a separate room), in addition to the bedroom. Generally, this suite is occupied but two or three guests at most. In Bahasa, we called as Kamar Kelas 2.
    b. **Deluxe Suite** is known as a room which more desirable and more expensive than any rooms, perhaps with a better exposure, view, or other amenities. Usually, this suite is contained a group of rooms occupied as a unit with connecting doors to or adjoining a parlor through a common private hallway. Usually, the tenant of this suite is one group of family. In Bahasa, we called as Kamar Kelas 1.
    c. **Superior Suite** is known as a room which has better facilities than Junior or Deluxe Suite. This suite usually placed in a higher floor, so,

the guests who stayed at this room can see the whole panorama around the Hotel. In Bahasa, we called as Kamar Kelas VIP.

d. **Presidential Suite** is known as a luxurious room which has the finest facilities, such as king-size bed, private kitchen/bar, lounge, private conference room, walk-in closet, and the other fancy things. Presidential suites may be more modern in appearance, than the other rooms. Usually, this suite is rented by leisure class's tenant, because the rates can be up to Rp 87.000.000, 00. In Bahasa, we called as Kamar Kelas VVIP.

3. **B&B** is a term for a Hotel which provides a bed and breakfast services all at once in one paid. Generally, this service is allocable by a higher class of Hotel, like 3-5 stars Hotel. In the first place, the writer thought that B&B (Bed & Breakfast) is a service by the Hotel which filling the guests breakfast into the room.

The terms above becomes a "new thing" for the writer, because that terminology is usually appeared in higher class Hotel, while the writer just can afford the standard room when stayed at a Hotel, either it's an inn or a fancy Hotel.

Not only the Hotel terminology which the writer found as a research from this job-training report. The other terminology will be explained more in this chapter, like the terms of itinerary or tour schedule which can be seen in the following:

The writer took a data from his internship document and made as an example:

IDR750.000nett/room/night

Benefit:

1. Makan Pagiuntuk 2 orang – ***A la carte breakfast*** tersediasampai jam 6.00 Sore apabila ***buffet*** *breakfast* sudah tutup
2. Gratis Penjemputan dari Bandara menuju Hotel
3. *Kids under 12 eat free when accompanied by parents (at PALMS restaurant only)*

The itinerary terms which the writer found in the first data are ***A la carte breakfast***, and ***buffet.*** Those terms are oft to mention inside the itinerary.

1. **A la carte breakfast** has meanings that we can pick and choose which items we would like to order for our breakfast. We will be charged for each item that you choose based on that item's price.
2. **Buffet** is a meals service with no limit. The guests can savor all foods which already prepared by Hotel management without pay any charge. In the other hands, we call buffet as "All You Can Eat" service.

Daily Departure : Minimum 4 **Pax** above

Guide	: Indonesia/English speaking guide
Transfer	: In/out as per itinerary based on PRIVATE TOUR

The itinerary terms which the writer found in the second data is ***Pax***

1. **Pax** is a term which used by all the tour and travel agent to mention the guests. Like the example above, "**Daily Departure**: Minimum 4 **Pax** above". It means the daily departure will occur if only the minimum guests who leave are 4 person or more.

Day 2 : SIN -KL - City tour - Transfer Hotel (B/L/D)

Makanpagi di hotel. Setelah makan pagi ,kemudian di transfer ke Kuala Lumpur. Makansiang di lokal restoran .Makan siang di lokal resto. City tour visit Putra Jaya dan Twin Tower. Makan malam di lokal resto . Setelah itu di transfer ke hotel untuk check in.

The itinerary terms which the writer found in the third data are ***B/L/D.*** Those three words are terms for mention Breakfast for (***B)***, Lunch for (***L)***, and Dinner for (***D).***

Day 01: Transfer - In.

Our guide will meet you at the Airport

Day 02: Free Program.

Free at your own leisure.

Day 03: Transfer - Out.

End of Program

The itinerary terms which the writer found in the last data are ***Transfer-In, Free Program, and Transfer-Out.*** Those three words are also the terms which usually used by the tour and travel agent to mention their services.

1. **Transfer-In** is a term to pick up a guest from the airport to the Hotel.
2. **Free Program** is a term for the guests who want to spend their nonscheduled time, to enjoy the pleasure in private way. Usually, this program will be followed by additional tour which already plan by the guest with their personal expenses.
3. **Transfer-Out** is a term which used by tour and travel agent to pick up the guest from Hotel to the airport.

All of the terms which already mentioned by the writer above are just several terms which appeared inside the tour schedule. For further information and further knowledge, the writer will try to read again about the terminology. The whole data are gained from the documents which the writer had since work in P.T. Dago Wisata International Bandung.