

**ENGLISH USED BY ARTSHOP ATTENDANTS
IN KUTA AREA**



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**ENGLISH DEPARTMENT
FACULTY OF LETTERS
WARMADEWA UNIVERSITY
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ADVISORS AGREEMENT

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English Department, Faculty of letters Warmadewa University**

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**August, 29th 2014
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PREFACE

First of all, I would like to express my deepest gratitude to the almighty God, Ida Sang Hyang Widi Wasa, for the blessing in writing this paper. This paper, entitled *English Used by Art Shop Attendant in Kuta Area* has been well completed. This paper would not have been completed in time without the guidance from my first advisory Dra. AA. Inten Mayuni, M. Hum and Drs. Nyoman Sujaya, M. Hum as the second advisor. I do thank them for their guidance.

On this occasion I would like to express my sincere gratitude to Drs. Nyoman Sujaya, M. Hum, the Dean of Faculty of Letters, Warmadewa University and Drs. I Wayan Ana, M. Hum, the Head of English Department.

I also would like to express my special gratitude to my beloved parents who have supported my study both financially as well as morally, also to my beloved friends especially 'K'cebonk' for our friendship.

I realize that this paper is beyond complete, therefore, comments constructive criticism, suggestion, and new ideas will be very much needed for the improvement of this paper. Lastly, I hope this paper will be worthwhile for those who wish to develop the study of causative constructions.

Denpasar, Agustus 2014

I Dewa Ayu Joanna Indraswari

ABSTRACT

The Title of this paper is *English Used by Art Shop Attendants in Kuta Area*. I am interested in investigating this topic since I want to know about the English used in real life by certain people. The analysis concerns with English functions and expressions that are used by art shop attendants and tourist.

In analyzing those English functions and expressions, this paper applied the theory of English functions taken from the book *Function in English* by John Blundell (1987) as the main theory and the supporting theory was taken from the book of Leo Jones in his book entitled *Function of Language* (1977) . Beside the other theories about, some theories that are considered relevant to the topic were also use in this paper.

In collecting the data, I used field research technique by applying the method of recording and note taking. The data collected then analyzed based on the scope of discussion. Then the data they analyzed by according to their functions and formality of the expressions used by the art shop attendants.

After all the data analyzed, I can make some conclusions such as there are eight language functions appears in their conversation with the tourists. The eight functions are: *greeting, inviting, giving information, offering something, refusing, asking quantity, thanking and saying goodbye*. The art shop attendants used the English function in informal expression although there were some art shop attendants used the formal expressions in using the English functions. Most of them used ungrammatical sentences to express the English functions but their purpose can be understood by the tourists when they serve the tourists in a friendly and polite manner.

ABSTRAK

Judul skripsi ini adalah *English Used by Art Shop Attendant in Kuta Area*. Saya tertarik melakukan penelitian tentang topik ini karena saya ingin mengetahui bahasa yang dipergunakan oleh orang tertentu dalam kehidupan secara nyata. Analisa ini didasari oleh fungsi bahasa dan ekspresi bahasa Inggris yang digunakan oleh pelayan toko seni dan turis dalam berkomunikasi.

Dalam menganalisis fungsi dan ekspresi bahasa Inggris, paper ini memakai teori Fungsi Bahasa Inggris yang diambil dari buku yang berjudul *Function in English* (1987) sebagai teori utama, Teori pendukung diambil dari buku Leo Jones yang berjudul *Function of Language* (1977). Disamping itu, juga dipakai teori-teori lain yang berkaitan dengan judul paper ini.

Dalam pengumpulan data, saya menggunakan teknik penelitian lapangan, dengan menggunakan metode perekaman dan pencatatan. Data yang telah terkumpul kemudian dianalisa berdasarkan ruang lingkup permasalahannya. Dalam menganalisa data, data dipilah-pilah kemudian saya menganalisis berdasarkan masing-masing fungsinya dan dihubungkan dengan percakapan resmi dan tidak resmi, serta sopan dan tidak sopan.

Setelah semua data dianalisa dan mendapatkan hasilnya, saya dapat memuat beberapa pernyataan sebagai berikut: terdapat delapan macam fungsi bahasa yang dapat saya temukan dalam percakapan antara pelayan toko seni dengan turis, dan kedelapan fungsi itu adalah: memberi salam, mengundang, memberikan informasi, menawarkan sesuatu, menolak, menyanyikan kwantitas, ucapan terimakasih dan salam perpisahan. Para pelayan toko seni menggunakan fungsi bahasa Inggris dalam ekspresi tidak resmi walaupun diantara mereka ada beberapa pelayan toko seni yang menggunakan bahasa Inggris dalam ekspresi resmi dalam menggunakan fungsi bahasa Inggris. Sebagian besar dari mereka menggunakan kalimat yang tidak bergramatikal untuk mengekspresikan fungsi bahasa Inggris. Namun tujuan mereka dapat dimengerti oleh turis ketika mereka melayani turis dengan ramah dan sopan.

CHAPTER I

INTRODUCTION

1.1 Background and Problem

Indonesia has many interesting places to be visited by foreigners, one of them is Bali. Many names have been given to this island such as: Island of the God, Land of Thousand Temples, and Heaven Island. Bali Island is also well known as an island rich in cultures, beautiful Balinese dances, and magnificent landscape panorama from the top hill down to the sea is one of the potential tourist destination because of it's beautiful views, traditional costumes and culture. (URL:<http://mediaonline-dhetemplate.blogspot.com/2011/10/bali-island-ofgod.html?m=1>)

One of the famous tourism destinations in Bali is Kuta. In Kuta there are so many hotels, bars, pubs,cafes, restaurants, malls, and art shops, which are visited by tourists to entertain themselves. The favorite place in Kuta is the beach. Kuta beach is known by tourists becauseof the beauty of the sand and beach. Beside, the tourist also can enjoy the spectacular sunset. Kuta naturally gives an effect for the economy to the people around Kuta to be the art shop attendants. The art shop attendants always offer their souvenirs like: handicrafts, silver jewelries, wood carvings, statues, paintings, bags, leather craft, summer dresses, beach wears, Balinese sarongs, postcards, accessories and many more to be enjoyed by visitors.

At the art shop we can find some languages used for communication, this occurred since the visitors came from several countries, and mostly English as one of the international languages is used in their communication. As art shop attendants in Kuta, English is very important for them, because most of the visitors who come to Bali usually use English in their communication. Sometimes their English cannot be understood by the tourists because of some reasons. The reason could be their mother tongue and their educational condition. Besides that, the influence of their mother tongue made their English ungrammatical. They learn English from their friends or heard their friends speak to the foreigners. The miss communication commonly happened because they did not understand the meaning of the words which were said by the tourists. The art shop attendants also translated some expressions into their mother tongue that they should have translated into Standard English. But by their ability and skill they can offer their souvenir confidently.

To offer their souvenir, they used English to communicate with tourists, for examples:

- Art shop attendant : Hello, Morning, Morning price for you sir.
Tourist : Good Morning.
- Art shop attendant : Looking- looking, mom?
Tourist : No, thank you.

The first underlined expression above belongs to the greeting function, because this expression was used to greet the tourist. And the second underlined expression above belongs to the inviting someone function, The aim of the art shop attendants in giving the expression like that is to invite the tourist to buy their goods. In this case we can say that the English is used for communication and based on the illustration above I am interested in analyzing about the English used by art shop attendants in Kuta Area.

1.2 Scope of Discussion

The title of this paper is English Used by Art Shop Attendants. Talking about the topic it tends to be too wide because there are many art shops in Kuta and their English expressions used can be discussed from many aspects. It means that this paper needs limitation. In this opportunity I limit the discussion on the English expressions used by art shops attendants at Kuta Beach Street. The limitation is formulated in three questions below:

1. What kinds of English functions are used by art shop attendants at Kuta Beach Street?
2. What kinds of expressions are commonly used to express those functions?
3. How is their English seen from communicative and grammatical aspects?

1.3 Aims

This paper is written for some purposes the purpose would be mentioned in accordance with the problem that is already outlined in the background and problems. The aims of this paper can be divided into three (3) parts. They are general aims, specific aim, and academic aim.

Generally, the aim of this paper is to build up my knowledge in English or understanding the English function theory that I have got during my study at English Department Faculty of letters, Warmadewa University. Then in this research, I would like to train myself in applying it on a field research. It is also hoped that this writing can give benefits to choose who are interested in it. We can also share my knowledge to readers at the English Department.

The academic aim of this writing is to fulfill the last requirement in completing my study at English Department Faculty of Letters Warmadewa University. This requirement is also a must for all the students who would like to get S1 degree at The English Department. I also hope that this paper can be used as collection of the research made by the students.

1.4 Theoretical Basis

A theory is used to support a scientific work. The theoretical basis used in this paper is taken from some references relevant books that are taken from some experts.

Because the theory is important in making a scientific writing (paper), in writing this paper, I also use theory. The theory applied for the writing of this paper is the theory of language function, especially English functions which is primarily taken from John Blundell, Jonathan Higgins, and Nigel Middlemiss. 1987 Oxford University Press in the book entitled *Function in English*. Related to the function of a language, Blundell says, as follow:

“Language functions are the purpose for which people speak or write. You can say that everything we do, including using language, has purpose. When we switch the radio or television on, for example, our purpose is to be amused or entertained, or to find something out. In the same way, we only speak or write with a purpose mind: to help someone to see our point of view, perhaps, or to ask their advice, or to reach agreement with them. We call these purposes the function of language. Every language, including your own, has such function in different ways. In this book you will find some of the ways English people use of the express various functions. So under the function Greeting people, for example, you will see expression like ‘Good Morning’, ‘Good Afternoon’, ‘Hello!’, ‘Hi!’, and under Saying goodbye you will find ‘Bye-bye’, ‘See you’ and so on. Altogether, over 300 such expressions have been collected together, under 140 functional headings.(Blundell, 1987 : v)

1.5 Method of Research

Method of research is one thing that is needed in scientific writing. Method of research plays important roles in determining the success of the research. The research can be done easily and we can also get validity of the research. Method of

research that is used in writing this paper can be divided into four steps. The data source, data collection, data analysis and presenting the data.

In writing this paper, the data sources were taken from the conversations between the art shop attendants and the tourists at Kuta Beach Street. The data were collected by using observation method and completed with recording and note taking. In collecting the data of this field research. All the data were taken from nine respondents, they are four man and two women. I did some steps. The first thing that I did was observing and recording the conversation between the art shop attendants and the tourists. then I rewrote the conversations based on the recording.

After all the data were collected, I indentified and classified them into types of English Functions, and then the functions are analyzed descriptively based on the theory. The analysis was done by presenting the conversations.

CHAPTER II

RELATED STUDIES

People cannot avoid getting touch with others. In our life, we must interact with other people by using language as a means of communication. Language can be used to communicate ideas, feelings, thought etc. As a matter of fact, communication can be distinguished in the case of who are involved in it and where it happens.

Language plays an important role in our daily life. By using language, we could express our idea, convey our thought, or describe something or whatever we want to say that exist in our mind to other people so that they know what we want and vise verse. It means we can communicate with other by using language.

As a human being, communication is very important in our life. Communication can enter people into relationship with other, to share information and beliefs, evangel ideas, feelings, make plan and solve problem. Without communication, we would not be able to understand what is going on around us. Sometimes communication is done interpersonally, sometimes in a public forum. Communication is essential in helping us initiate, develop, control sustain our contact with other.(Gamble, 1984:27 in Raharja, 2011:8).

2.1 Definition of Language

Language as an instrument of control has another side to it, since the child is well aware that language is also means whereby others exercise control over him. Closely related to the instrumental model, therefore, is the regulatory model of language. This refers to use language to regulate the behavior of others. This by itself does not condemn it, since language has many other functions beside that of manipulating and controlling the environment. But it bore little apparent relation to any use of language, at least to any with which the young child is familiar (Halliday, 1973:12).

My conclusions about definition of language is that as a fact the role of language in society is very vital. It covers each aspects of life, which no one is able to live perfectly without a language. But it is impossible for someone to know all of the language in the world, even if he spends all of the life time in learning language. Each nation in the world may have a great number of languages. For example, Indonesian, the only national language, language of instruction in school, as official language throughout the country, but there are many of vernaculars such as Balinese, Javanese, Bugisnese, etc.

2.2 Uses of the Function Language

The Functions of languages function are used in different context of situations. We use the language function based on the context of situation, such as where, when, and whom. We express it means when using the language function we

should know the formality and politeness of the expression. So we should know the formal and informal, polite and impolite, and also the neutral context. The expression and the examples of formal and informal, polite and impolite and neutral can be seen below:

2.2.1 Formal and Informal

Generally speakers of English use formal language with people in authority or of much higher status. People speaking in formal situation tend to use correct grammar and speak in complete sentence. They usually speak more carefully, more clearly and more slowly. However, there are some words and structures which are mostly used in formal situations. Situations when people are careful about how they express themselves, like report writing, business meeting, conferences or polite conversations with strangers. And some words and structures are mostly used in informal situations, for example conversation with friends, or letters to family. Writing is more often informal, but informal writing and formal speech are used when the situation makes them necessary. Usually people use informal language with friends and family. They may use more relaxed pronunciation. In an informal situation, people may also speak more quickly.

In all languages the forms people use when speaking formally are different from those used informally. In English we tend to use formal with strangers and people of higher status and informal with family, friends, and colleagues. Of course language does not always fall into such neat categories as formal and informal. The

level of formality speakers choose depends upon relationship, the setting, the topic being discussed, and many other factors (Tillit, 1985: VII)

According to Bruce Tillit these are examples of formal and informal language:

Formal:

- (1) I'm afraid I've got to be going now (Tillit, 1985: VII).
- (2) Could I offer you a beer? (Tillit, 1985: VII).

Informal:

- (1) Sorry gotta go (Tillit, 1985: VII).
- (2) Wanna beer? (Tillit, 1985: VII).

Formal and informal speech can also be differentiated on the basis of content. In a formal style, the sentences above are showing the formality when we are speaking in the formal situations. But, some of people use informal language appropriate in formal situations, they usually speak more quickly when they are speaking with friends or their family. They may use more relaxed pronunciations and easy to be understanding. According to Michael Swan (Swan, 1996:454) in a more formal style, a preposition is often put earlier in questions and relative structure, before the question or relative pronoun. And these are examples of formal and informal language:

Formal:

- (1) With whom did she go? (Swan, 1996:454).

The underlined preposition is showing the sentence is in formal style. It is because in a more formal style, a preposition is often put earlier in a question and relative structure, before the question word or relative pronoun. Another Example about formal style can be seen bellow:

(2) Thank you (very much) for coming (Swan, 1996:439).

The underlined word in the sentence above is showing formal style. We often use thank you to accept offers. The expression “thank you” is more formal than “thanks”.

Informal:

(1) You’re looking a bit tired(Swan, 1996:143).

The sentence above is showing informal style especially the underlined word a bit, is used to talk about limited quantity of something. “Bit” is informal and usually suggests a small quantity. “A bit (of)” is usually used before adjectives adverbs that expressed negative idea. The other example of informal language can be seen bellow

(2) Give us a kiss, love (Swan, 1996:432)

The underlined word us in the sentence above is showing informal speech which means “me” In every informal British speech, “us” is quite often used instead of “me”

(3) My sister is nearly as tall as me(Swan, 1996:436).

The underlined word in the sentence is showing informal style. It is because after *as* and *that*, object forms are generally used in an informal style, especially in British English. In a more formal style, subject forms are used and they are usually followed by verbs. For example “My Sister is nearly as tall as I am.”

2.2.2 Polite and Impolite

Polite language is used when someone wishes to show the politeness, to show respect to important people or strangers. Formal language must use polite language, but polite language could be not in formal style.

(1) Could I have some rice, please? (Swan, 1996:438).

The underlined word in the sentence above is showing politeness especially when we are requesting something. It is because we use *please* to make a request more polite. The other example of polite language can be seen below:

(2) Dad said I could go out. “No, I didn’t” (Swan, 1996:432).

The underlined word in the sentence above is showing politeness because it is considered polite to use names or noun phrases, rather than “*he*, *she* or *they*” to refer people who are present.

Impolite language is used actually when the speaker speaks to the people who they know well, such as speak with their best friend, people may be using some taboo words when they are speaking with their friends who they know well. These examples of impolite:

(1) He said I could go out (Swan, 1996:432).

The word He in the sentence is showing impolite language. The sentence will be more polite if the subject He is changed into names or noun phrases. For example:

“Miranda said I could go out...”

(2) The invitation was for me and Tracy (Swan, 1996:432).

The underlined word in the sentence is showing impolite language. It is because people usually mention themselves last in phrases like You and I, She and I, etc. The sentence above will be more polite if it is change into “The invitation was for Tracy and I”

2.2.3 Neutral

Neutral language is between formal and informal language. It is generally appropriate in most academic and professional situation. We may find that safer and sound more formal than to be informal.

Example:

(1) Pardon? (Swan, 1996:206))

(2) Sorry? (Swan, 1996:206)

(3) Thank you(Swan, 1996:206)

These examples above are belonging to neutral language because those language style between formal language and informal language. The formal language of Pardon is I beg your pardon? , and the formal language of Sorry is I am sorry whereas the informal language. I beg your pardon is more formal way of saying sorry. Pardon and sorry are apologies, those expression are used when we could not hear clearly what the speaker say or tell us. Thank you is also belongs to neutral language, but it belongs to formal language.

(4) All right (Swan, 1996:206)

All right belongs to neutral language. The expressions belongs to neutral language because the expressions is still polite, sometimes people used this expression in formal language when they are speaking. In writing, they often used the word in order as the formal language, for example business latter.

2.3 English Functions

Every language has various functions; different languages express these functions in different ways. Which we express to other people, must be effective. In order that the expressions, which we utter to them is effective, they must be appropriate to the situation in which we are. Suggested by Jones that when we are trying to choose the best way to express ourselves in a particular situation. We must keep several things in our mind, which are:

- 1) What we are trying to do with our English? Whether we are describing something, persuading someone, giving our opinion or what with our English? Each of the English uses is called English function.
- 2) What sort of person we are in this particular situation or whether our role is a friend, a stranger, an employee, or a customer.
- 3) Where we are talking, or whether the setting of our talking is in a plane, at a party, or at a meeting.
- 4) What we are talking, or whether topic of our communication is about business, travel, or sport? (Jones, 1977:1).

Jones in his book entitled *Function of English* states that there are many expressions in English. In term to the research, there will be just some functions that will be given more emphasis in relation to the English used commonly used by art shop attendant function of greeting, inviting, giving information, offering something, refusing, asking quantity, thanking and saying the English function also have several expressions, the English functions can be furthermore described below.

2.3.1 English for Greeting Someone

Greeting in all languages have the same purpose to establish contact with another person, to recognize his or her existence, and to show friendliness. Greeting is one of the functions of English that are usually used by the people when they meet friend or someone, greeting used to open conversation. The opening of language functions, for example English function, for greeting are: (a). Good morning... (b).

Hello... (c). Hi... The English function for greeting can be seen in the examples below:

- a. Good morning, gentlemen (Blundell, 1987:169)
- b. Hello, Martin (Blundell, 1987:169)
- c. Hi, how are you? (Blundell, 1987:169)
- d. Hi Bob. (Tillit, 1985: 6)
- e. Good evening, Sir (Jones, 1977: 14)

All the examples above show the English function in form of greeting. The speaker of each example greet hearer in many ways. In the example (a.) the speaker uses formal English and it can be seen that the expression is grammatically correct. The next example shows that the speaker greets the hearer by saying “Hello, Martin”. The expression includes two formal English because the grammar is correct. The speaker opens the conversation in the example (c) by saying “Hi, how are you” since the grammar is correct so the English is formal. Greeting is used based on the situation and to the people who we are speaking to. In formal situation it is better if we use formal English, and in informal situation, we use informal English. The greeting expression (c), which can be used to greet any gender of people, is used by speaker to greet someone. The commonest way to ask about someone’s health. The common responds to this greeting expression are: (a) Fine, thanks, and you? (b) Fine, thank you. In the communication, the people usually greet the people who have uttered this greeting expression to them. If they also greet people formally the can repeat their same greeting expression. In the other word, they also greet the people

with the expression ‘(and) how are you?’ However, they also can greet the people with such expression as: (a) ‘and you? Or (b) what about you?’. They give these greeting expressions after they answer the people’s greeting expression to them. The greeting expression (d) is also usually used by the speaker to greet someone whom he or she has familiarly. The example (e) is use by the speaker to greet someone (Sir) in the evening.

2.3.2 English for Inviting Someone

How to request someone’s presence, starting the special event and setting time and place. It is used to invite someone to do something what someone will do, depend on the invitation. Decide when each of these expressions would be appropriate and what you might say before and after. Think of some possible situations in which you would use each expression. `

Invitations often begin: “Would you like...?”

The functions of English for inviting someone can be shown the example below:

- (1) Um, I was thinking of going to the cinema this evening, would you like to come? (Jones, 1986:07)
- (2) Er, are you going to be busy this evening? I was wondering if you might like to come to the cinema with me (Jones, 1986:07).
- (3) Would you like have a lunch with me? (Thomson, 1986:249)

The speaker uses more polite English in Example number (1), he expresses that he will be very pleased if the hearer could come to the cinema with him this evening. It means that the speaker really expect the hearer to accept his invitation. In example number (2), the speaker invites the hearer to go the cinema with his friends in expressing this information, he uses very polite English by using modal would and grammatically is correct question. In example (3), the speaker invites the hearer to have a lunch. This sentence can be used in both informal and formal situations.

2.3.3 English for Giving Information

This expression is used to give a response needed by a speaker or questioner on many types of matters. It depends on what the question all about. The linguistic items are more general, it covers any types of questions, such as who, where, how, what, when, and others using auxiliary verb. In providing information, the person being asked often delay to give the information, as he/ she needs to think of the answer of the question. According to Leo Jones, there are some necessary techniques which can be applied by the speaker to delay the information which the person needs. Those techniques expressions are:

- (1) Well, let me see...
- (2) Well, now...
- (3) Ok! Let me think for a moment
- (4) I'm not sure. I'll just have to find out (Jones, 1986:10)

The examples of the expression which are used for the function of giving information are:

(1) I need to find out where the town center is?

- Ah, well, you turn to the right and then carry straight on (Jones, 1986:9)

(2) I wonder if you could tell me if there's a good hotel in town that I use.

- Yes, there are two hotels, they are in the High Street, one each side of the road (Jones, 1986:9).

(3) Wonder if you could tell me where is the castle in town?

- Down the High Street and then you cross over the bridge and it's one other side of the river (Jones, 1986:9).

All of the examples above are categorized into functions of English in the form of Giving Information. In the first example, the speaker gives the information about location of the town center. In the example (2) the speaker gives the information about good hotels in town. And in the example (3) the speaker gives the information about the location of castle in town. Another example of giving information:

(1) That is a very interesting question (Jones, 1977:10)

(2) There is a girl is waiting for you.

(3) I saw it in the living room an hour ago.

(4) There is any car accident.

(5) He goes to the post office.

The expressions above are used by the speaker for the expression of giving information to the person who needs it. The expression (1) is used by the speaker to inform who has asked a very interesting question. The expression (2) the speaker informs someone that a girl is waiting for him/her. The expression (3) is used to giving information about something the speaker saw in the living room, (4) is used by the speaker to inform someone about car accident. And the expression (5) the speaker informs someone about the man who went to the post office.

The information which some needs after asking a question is sometimes delayed by the speaker. The delay of the information takes place because the speaker still thinks about the thing, which he can be, use for the information itself. The delay of the speaker to give someone information is also a common thing to occur in the communication.

2.3.4 English for Offering Something

This language function is used when we put forward something to be considered, so it can be either accepted or refused. We found some kinds of expression to offer something or service.

Offering something often begins:

“Would you like...? Could I offer you...? Shall I get you..? Can I...? May I...?”

The functions of English for offering something can be shown the example below:

- (1) Would you like to come and watch a game of cricket with me? (Blundell, 1982:181)
- (2) Will you have a cigar? (Blundell, 1982:188)
- (3) Could I wonder if I might give/pass/get/offer etc you? (Blundell, 1982:186)
- (4) Is there anything I can do...? (Blundell, 1982:102)
- (5) Would you like me to make coffee now? (Jones, 1977:36)
- (6) Can I help? (Blundell, 1982:102)

All of the expressions above show English function as offering thing. In the example (1) the speaker offers the hearer to come and watch cricket game with him. He expresses his offer in formal English because it is grammatically correct. The example (2) the speaker offers a cigar to the hearer and uses formal English because he thinks the situation is formal. The example (3) the speaker offered something by the speaker and uses formal English which is grammatically correct. In example (4) is offering help or anything that the speaker can do for someone. The offer of the speaker in the expression (5) is to make coffee for someone, the speaker's offer in the expression (6) is to give a help to someone.

2.3.5 English for Refusing

These expressions are used to refuse to do something. Here are some useful ways of refusing:

Would you like any help?

- (1) Not really, I can manage (thanks)
- (2) Very kind of you, but....
- (3) I don't think so, thank you.
- (4) No, it's all right, really.
- (5) Thank you for offering, but.... (Blundell,1987:105)

These examples above are such kind of refusing expression. Those refusing expressions used to refuse something in polite way in order to make the people who are offering something such as help, goods, etc to us does not get upset even we would not accept it.

2.3.6 English for Asking Quantity

This expression is used to ask about quantity. This expression describes the number or amount of a noun. Quantifiers also show how much there is of something - they show quantity. Much, many, and a lot of indicate a large quantity of something. Much is used with uncountable nouns, and is generally used in negative statements and questions. It's uncommon to use much in positive statements. Many is used with plural countable nouns, and is often used in negative statements and questions. It is also used in positive statements

however. How much is used to ask about the price of something. How much and how many are used to ask about quantity.

Expressions of quantity are placed before nouns and express 'how much' or 'how many' of something exists. Some expressions of quantity are only used with uncountable nouns, others are only used with count countable nouns. Countable noun is something you can count such as apples, books, cars, etc. An uncountable noun is something you can't count such as information, wine, or cheese. The examples of questions that can be used are:

- (1) How much (money) do you want? (Thomson, 1986:74)
- (2) How many (pictures) did you want? (Thomson,1986:74)
- (3) How many times? (Thomson,1986:42)
- (4) How many of you are there? (Blundell,1987:339)
- (5) How much of the roof needs repairing? (Blundell, 1897:339)

2.3.7 English for Thanking

Thanking is used when someone does something for us and it is very useful. As we know, there are many different situations for an expression of thanks. As in the case of invitations, it sometimes appropriate to send formal, written thank you letters and cards. But we will be concerned only with spoken language. The following list contains the most common situations that require thanks. You may able to think of

other ones as well. In general people thank someone for gift, for a favor, for an offer help, for a compliment and a wish of success, when asked about their health, an invitation, when leaving a party or social gathering, etc.(Tillit, 1985:37).

The opening of the language functions, for example for thanking are:

- (1) Thank you (Swan, 1996:439).
- (2) Thank you very much (Swan,1996:439)
- (3) Thanks (informal) (Swan, 1996:439)
- (4) Thanks a lot (Swan, 1996:439)

The English function for thanking can be shown in examples below:

- (1) Thanks, I will give you a ring (Jones, 1986:04)
- (2) Well, right thank you, thank you(Jones, 1986:10)

For thanking someone, we can use some expressions, which can be seen in the examples above. In first example, the speaker uses Impolite English because the speaker's question is not grammatically correct. The question should be "Thank you very much, I will give you a ring". In the second example, shown the speaker used English function for thanking someone by using polite English which is grammatically correct.

2.3.8 English for Saying Goodbye

According to Leo Jones. Saying goodbye is the word or expression which is said for the last time to say good bye to someone. Here are some useful ways to say goodbye:

- (1) Bye for now (Jones, 1986:87).
- (2) See you (Jones, 1986:87).
- (3) Cheerio (Jones, 1986:87).
- (4) Thank for everything (Jones, 1986:87)
- (5) I hope everything goes well (Jones, 1987:88)

The examples above are showing expression of goodbye in neutral language.

The examples of number (1) and (2) usually used when you are hoping to meet someone again soon. The example of number (3) is showing goodbye expression in informal language. The examples of number (4) and (5) are showing the goodbye expression in formal way but the expression number (4) usually used when the speaker will leave someone forever.

CHAPTER III

ENGLISH USED BY ART SHOP ATTENDANTS IN KUTA AREA

As mentioned in the chapter II, there are some definitions and kinds of English functions. In this chapter, I would like to discuss about particularly spoken English used by Art shop attendants in Kuta area, of course in this chapter the analysis also will be done based on the function of English being found in the conversation between art shop attendants and tourists.

Based on the explanation above, I want to analyze English Function used by art shop attendants in Kuta area and their English expressions. The data are taken from the art shops at Kuta Beach Street.

3.1 Overview of Art Shop at Kuta Area

Kuta has been notable since early 1970s. Located in southern Bali, Indonesia, this former fishing village is today a center of tourism. Kuta was originally discovered by tourists as a surfing paradise. Today Kuta still attracts some backpackers as well as families and tourists from all over the world, and is most notably a playground for young visitors from Australia. Surfing, shopping & partying are the three main events in Kuta. Kuta is just 2 miles from Ngurah Rai airport in Tuban, making it an ideal first night for many visitors.

Due to the ever increasing popularity of Bali, Kuta is continually developing, and is not short of unsightly, poorly planned buildings. Infrastructure has come a long

way in most roads are constantly busy with motor scooters, metered taxis and private cars. However, a lot of visitors still enjoy their time in Kuta every year. The five km long sandy beach of Kuta is arguably the best beach front in Bali. The long wide stretch of sand is often full of sunbathers and the beach is safe and well maintained. Although the beach vendors remain annoying pushing massages, hair braiding, cigarettes and surf boards.

Kuta is one stop place for holiday in Bali by offering the plenty of selections. Kuta is famous with the spectacular white sandy beach, several of hotels from luxury and until low budget hotels are available, hilarious nightlife, plenty of restaurants with international cuisine, bars, pubs, shopping centers and art shops. Along the street of Kuta beach there are many modern fashion stores and various international brands and also small art shops. Art shop in Kuta is a traditional market with souvenirs and local crafted goods. It's quite a large area and has rows of stalls, and selling the same stuff all over Kuta. The art shops are open around 8 or 9 am and closed around 10 pm. Tourists in Kuta naturally give an effect for the economic to the people around Kuta Beach Street. The Art shop attendants in Kuta Beach Street always offer their goods to the tourist, such as: paintings, colorful kites, handicrafts, silver jewelries, wood carvings, statues, paintings, leather craft, summer dresses, surf board, beach wears, Balinese sarongs and many more. Usually the price has given to the foreign guest is more expensive than local guest. Art shop at tourist destination like in Kuta is the place where we can found some languages are used for communications, this was practicing since the

visitor come from several countries, and mostly English is one of the international languages used by international community. Kuta area is dominantly visited by Australian people. To offer their merchandize, art shop attendants used English to communicate with the tourist. Sometimes their English cannot be understood by the tourist because of some reasons. The reason could be from their mother tongue. Their mother tongue made their English strange and ungrammatical. They learn English from their friend. The miss communication commonly happened. But by having an ability and skill they can offer their merchandize confidently.

3.2 English Used by Art Shop Attendants in Kuta Area

The functions of English have different ways of expressions. There are a lot of English expressions found in the conversations between the Art shop attendants and the tourists. All of functions of English and English expressions can be found in the following subchapters and they are clearly analyzed based on the theory use:

3.2.1 English for Greeting

Greeting is the act or word expression which is said for the first time to great someone or other people, although they don't know each other. The greeting expression is important because that expression can open or create a good following communication of one person with another person. This expression can also be used to begin a conversation, or it may be used to open a discussion. This expression is

used to express their feelings, to respect others. If we concern with the situation when the conversation happened, greeting can be formal and informal. It depends on who the speakers and hearers are. Greeting expressions were the very common expressions that art shop attendant used. This expression was used by them to start their conversation with the tourists or when they greeted or welcomed the tourists to sell things or art works to the tourists.

Conversation 1:

(Art shop attendant 6)

Art shop attendant : Hello, Sir.

Good sun glasses.

Tourist : No.

The underlined word in the conversation above shows that the art shop attendants used greeting function. The art shop attendants used this function when they met the tourist walking in front of their art shop. Then with smiling face he greeted the tourist. Seen from the word used, this expression belongs to formal expression because he used a formal greeting “Hello” and followed by “Sir” word to greet the tourist in a polite and friendly manner .Most of the art shop attendants in Kuta Beach Street used these words to greet the tourists and they could say it fluently.

Conversation 2:

(Art shop attendant 9)

Art shop attendant : How are you? Come here please.

I got something, very cheap.

Tourist : No, no.

The data above is a short conversation between art shop attendant and tourist. The underlined words are “How are you?”. I classified it as greeting function, because this sentence was said at the beginning of the conversation and it was used to open the conversation. The art shop attendant used this expression when tourist was walking in front of their art shop. The art shop attendant expressed this function in formal expression and grammatically correct. But the tourist was not interested in it.. He just said “no, no” and walked away.

Conversation 3:

(Art shop attendant 4)

Art shop attendant : Evening, yea have a look, watches?

Tourist : No I'm just looking.

If we look at the conversation above the underlined word belongs to greeting function. The art shop attendant used an informal expression and this expression was said at the beginning of the conversation and it was used to open the conversation. But he did not use a complete greeting to greet the tourist, because there was one word omitted. The omitted word is “Good”. For the formal greeting, the art shop attendant should say “Good Evening”. But it was not a problem for the tourist, because the tourist still could understand it. The expression was said in a friendly

manner and this is also one of the variations of greeting mostly used by the art shop attendants.

Conversation 4:

(Art shop attendant 3)

Art shop attendant : Hi, Mom!

Buy one get one free.

Tourist : ... (The tourist didn't pay attention to the art shop attendant)

Seen from the expression used, we can say that the art shop attendant seemed to use very informal expression, namely greeting expression. We can see that the word "Hi" belongs to informal expression. But the art shop attendant was good to use this expression. It was also to persuade the tourist to buy things at the art shop. "Hi, Mom" was often to used at the time tourist entered the art shop or when the tourist passing the art shop. Unfortunately the tourist did not say anything. She was not interested in buying something. But at least the art shop attendant had done her duty in a good way.

Conversation 5:

(Art shop attendant 4)

Art shop attendant : Good Morning.

Yes have a look, watches?

Tourist : No, thank you.

We can see in conversation 5 there is a language function of the expression greeting. The art shop attendant used the function of greeting to open the conversation. The art shop attendant used “Good Morning” to greet the tourist because at that time it was in the morning. We have to use greeting expression “Good Morning” from 01 am until 11 am. This greeting belongs to formal expression. It is called a formal expression because he greeted the tourist by using “Good” word as the opening of this expression, and followed by “morning” as the closing of this expression. The expression was said in a polite and friendly way.

3.2.2 English for Inviting Someone

Inviting someone is one of the language functions that is used by people to invite other people. This expression is also used by art shop attendants to invite the tourist to visit their art shops. Based on the data, there were many expressions that are used to invite the tourists. Those expressions could be seen in the conversations bellow:

Conversation 1:

(Art shop attendant 6)

Art shop attendant : Hello, looking- looking darling, looking –looking mom.

Tourist : Yeah.

The underlined sentence above “looking-looking darling, looking-looking mom” has the idea of “please have a look” and it belongs to inviting function. The

underlined words above show that the art shop attendant was inviting the tourist to come to their shops. The purpose of this expression is to invite the tourist to buy goods in his art shop. The art shop attendant expressed this function in an informal expression. In the theory, the expressions that usually used are: “Would you like to have a look?” .From the conversation above it can be seen that the tourist just saying “yeah” but she was not interested and she went away.

Conversation 2:

(Art shop attendant 8)

Art shop attendant : Come inside darling, come inside.

Tourist : No, thank you.

The underlined sentence in conversation 2 are also belongs to inviting function, it can be seen that the art shop attendant used the inviting someone expression. But the expression used by the art shop attendant in this conversation is an informal expression. This expression is different with the formal expression that was seen in the theory. Usually, in the theory the expression that usually used is: “Would you like to come inside?”. The purpose of this expression is to invite the tourist to buy goods in his art shop. But the tourist was not interested to come to the art shop.

Conversation 3:

(Art shop attendant 7)

Art shop attendant : Come here please.

Tourist : (The tourist didn't say anything)

The same thing happens in conversation 3. The underlined sentence above also belongs to inviting someone expression. The sentence is using informal language but still in the polite manner. The sentence "come here please" is an informal expression. If we compare with the theory, the expressions that usually used is: "Would you like to come here, please?". Although this expression is informal but the tourist still understood what the art shop attendant meant. The art shop attendants used this expression when tourist walked in front of their art shop. The conversation above tells us that the tourist invited the tourist to see her goods but the tourist did not pay attention to the art shop attendant. The tourist didn't say anything because he wasn't interested in it and he went away.

Conversation 4:

(Art shop attendant 5)

Art shop attendant : Yes darling ,have looking?

T-shirt, T-shirtanya?

Tourist : No.

From the conversation above we can see there is a language function of the inviting someone expression. The purpose of this expression is to invite the tourist to buy goods in his art shop. But the expression used by the art shop attendant in this

conversation is an informal expression and grammatically wrong. This expression is different with the formal expression that was seen in the theory. Usually, in the theory the expression that usually used is: “Would you like to have a look, madam?”. But the tourist was not interested to come to the art shop. Based on the data, most of the art shop attendants use “Darling” word to call the tourist. The purpose is to make a friendly conversation with the tourist.

3.2.3 English for Offering Something

Offering something is one of English function that is used to offer something to other people. Based on the data, offering something is often used by art shop attendants. Offering something divided in two. They are offering thing and offering service. But in this case, the art shop attendants usually used this expression to offering thing. They try to offer their goods to the tourist. Most of the art shop attendants in Kuta used an informal expression in offering their goods.

Conversation 1:

(Art shop attendant 6)

Art shop attendant : White dress, Miss?

Tourist : (The tourist did not pay attention)

The underlined sentence in the conversation above belongs to offering function. The art shop attendant used the shortest expression of offering something function to offer a white dress to the tourist, but the tourist still could understand what

the art shop attendant meant. The expression used by the art shop attendant in this conversation is an informal expression. But her expression was done in a friendly manner. The conversation above tells us that the art shop attendant offered a white dress to the tourist but the tourist was not interested.

Conversation 2:

(Art shop attendant 1)

Art shop attendant : Excuse me, Polo?

Tourist : No, no. Already got one.

Seen from conversation between art shop attendant and tourist above, the underlined words belong to offering expression, the art shop attendant try to offer a polo shirt to the tourist. But the tourist refused the offer that was given by the art shop attendant. The art shop attendant used this simple expression, by only using the name of the brand, they offer their goods to the tourist. The expression above belongs to informal expression and the grammatical is not correct. Most of the art shop attendants at Kuta beach Street used this simple expression to attract the attention of the tourist when they walk in front of their art shop. If we compare with the theory, the expressions would be: “ . May I offer you a polo shirt, Sir?”. In this conversation he expressed this expression with a smiling face.

Conversation 3:

(Art shop attendant 2)

Art shop attendant : You want G-shock?

Waterproof? Watching swimming?

Tourist : How much is it?

Art shop attendant : Five hundred.

Tourist : Oh, no it's too expensive

The underlined sentence above also belongs to offering something functions. The art shop attendant expressed this function by saying “You want G-shock?” . G-shock is a famous branded watch in the world. The art shop attendant tried to offer the watch to the tourist. This sentence is an informal expression and grammatically wrong. It would be more polite if the art shop attendant say: “May I offer you a G-shock watch?”. The art shop attendants used this expression when tourist walked in front of their art shop. Although this expression is informal but the tourist still understood what the art shop attendant meant. He expressed this expression in a polite manner.

3.2.4 English for Giving Information

Giving information is used to give information about something to other people. We have to give the complete information to the speaker to make them satisfied to our explanation. Based on the data, there were some expressions as giving information function that were used by art shop attendants. The art shop attendants usually used this expression to give information about the price. Sometimes, there were bargaining processes in this situation when the tourist didn't agree about the price of the goods that they wanted. Then the art shop attendants gave the second price that made the tourists interested with it. Most of art shop attendants expressed this function in informal expression.

Conversation 1:

(Art shop attendant 5)

Art shop attendant : Yes, excuse me. Any looking something please?

Tourist : No, I'm just looking, Thank you.

Art shop attendant : Shirt? Dress maybe?

Don't say no no, say yes yes. Good price.

Tourist : How much this?

Art shop attendant : How many pieces you want darling?

Tourist : I don't know.

Art shop attendant : Two or three?

Tourist : Depends how much.

Art shop attendant : I give you three dollars each.

Tourist : Three dollars?

Art shop attendant : If you take couple, if you take one I give you five dollars.

Tourist : No, no.

The underlined sentences above belong to giving information function. The art shop attendant gave the information about the price. The art shop attendant gave the price of hairgrip that the tourist wanted to buy. In the conversation above the art shop attendant gave some choices to the tourist. If the tourist wants to buy two pieces of hairgrips, she needs to pay three dollars for each hairgrip, but if the tourist only wants to buy one hairgrip, she need to pay five dollars for one hairgrip. In this case the tourist didn't agree about the price. The expression used by the art shop attendant in this conversation is an informal expression. And finally the tourist refused to pay the offered price that the art shop attendant had given. She expressed this expression in a polite manner.

Conversation 2:

(Art shop attendant 9)

Tourist :How much is it?

Art shop attendant :How many pieces do you want? Depend you take. If you take couple, I give you good price. For two I give you one fifty.
You can have bargain. How much do you want?

Tourist :Eighty for two.

Art shop attendant :Eighty too low darling

Tourist :Ninety?

Art shop attendant :Good for you, good for me, ya one twenty. Because this good materials mom.

Tourist :Okay. It's good price I think George.

The data above is a conversation between art shop attendant and tourist. The art shop attendant giving the information about the price. The conversation above tells us that the art shop attendant gave the price of T-shirts to the tourist. There was a bargaining processed in this conversation. And the underlined words above “ya one twenty” is the final price, after they have done the bargaining processed. Then with smiling face, the art shop attendants gave the deal price that made the tourists agree to buy the T-shirt. The art shop attendants expressed this function in informal expression.

3.2.5 English for Refusing

Refusing is one of English functions that is used when someone wants to refuse someone's opinion. Based on the research, there are some expressions used by

the art shop attendants as a refusing function. The art shop attendants usually used this kind of expression when they do not agree with the tourist statement.

Conversation 1:

(Art shop attendant 2)

Art shop attendant : I do discount.

How much you recom?

Tourist : Fifty?

Art shop attendant : No, that's too low miss.

Based on the conversation above. There is one expression showing refusing function. It happened when the tourist wanted to buy a watch. The art shop attendant didn't agree about the price of watch that the tourist said. Then the art shop attendant said "No, that's too low miss." The art shop attendant expressed this function in a polite way although it is an informal form. His expression was done in friendly manner and with smiling face. The conversation above tells us that the art shop attendant refused about the price that the tourist wanted.

Conversation 2:

(Art shop attendant 4)

Tourist : Do you have donna karan ?

Art shop attendant : I have , that one.

Very cheap that one.

Tourist :How much is it?

Art shop attendant :Just seven hundred thousand.

Tourist :Oh my goodness. It's too expensive.

Art shop attendant :How much? How much you want? Can less.

Tourist :Hundred?

Art shop attendant : No, no.

Hundred?

Paying attention on conversation 2. There was a bargaining process in this conversation. The underlined sentence above shows a refusing function. The art shop attendant did not agree about the price of the perfume that the tourist said. Then the art shop attendant said "No, No" to refuse the price that the tourist wanted. This word is a simple way used by the art shop attendant to refuse something. Although it is not a formal expression but he did the conversation with a friendly manner and smiling face.

3.2.6 English for asking Quantity

Asking quantity is one of the English functions. Asking quantity is for asking quantity. The expressions of quantity that describe the number or amount of a noun.

The quantity must be noun either countable or uncountable. In asking quantity function the art shop attendant mention it with friendly manner. Those expressions can be seen in the conversations bellow:

Conversation 1:

(Art shop attendant 9)

Art shop attendant : Yes, hurley? Bintang?

What size you want?

Tourist : Not for me.

Art shop attendant :Daddy? Large, extra large?

That one extra large?

Tourist :How much is it?

Art shop attendant :How many pieces you want? Depend you take. If you take couple, I give you good price. For two I give you one fifty. You can have bargain. How much do you want?

Tourist :Eighty for two.

Based on the conversation above, the underlined sentence is showing asking quantity function. The art shop attendant used these expressions to ask about the quantity of the T-shirts that the tourist wanted. The art shop attendant said “How many pieces you want?”. She expressed this function in an informal expression. In the theory, the expression that usually used is: “How many pieces do you want to

buy?” The art shop attendant used a formal and polite expression. She asked about the price that the tourist wanted. The art shop attendant expressed it in a friendly manner.

Conversation 2:

(Art shop attendant 5)

Art shop attendant : Yes, excuse me. Any looking something please?

Tourist : No, I’m just looking, Thank you.

Art shop attendant : Don’t say no no, say yes yes. Good price.

Tourist : How much this?

Art shop attendant : How many pieces you want darling?

Tourist : I don’t know.

Art shop attendant : Two or three?

Tourist : Depends how much.

Art shop attendant : I give you three dollars each.

Asking Quantity is also found in conversation 2. There are two expressions showing asking quantity function. It happened when the tourist wanted to buy hairgrips. The first underlined sentence “How many pieces you want darling?” . This sentence is grammatically wrong. This expression is used by the art shop attendant to ask about the quantity of the hair grips that the tourist wanted to buy. The art shop attendant used “Darling” word at the end of the sentence to make the conversation

friendlier. The formal expression would be: “How many pieces do you want to buy, miss?” The second underlined sentence “Two or three?” is also categorized into asking quantity function. The art shop attendant used this expression to describe the number or amount of the hairgrips when the art shop attendant tried to offer hairgrips to the tourist.

Conversation 3:

(Art shop attendant 9)

Art shop attendant : Good price darling.

Maybe you want the black color like this?

Maybe the sexy one?

Tourist : No, I wanna long.

Art shop attendant : You want long longan?

I have long longan.

Tourist : You don't like this? Plain color?

You like the blue? That one.

Art shop attendant : I do good price for you darling. For my good luck.

What about jumpsuit? You don't like jumpsuit? Long pants?

Tourist : Ooh I already got a jumpsuit today. How much?

Art shop attendant : That one? You take two or one?

Tourist :Just one.

If we look at underlined sentence above, it belongs to asking quantity function. The art shop attendant used this expression when she was trying to offer a dress to the tourist. The expression “You take two or one?” is to describe the amount of a dress that was offered by the art shop attendant. In this conversation the art shop attendant used number to express the quantity. She expressed this function in a polite manner.

3.2.7 English for Thanking

Thanking is the expression used to thank to somebody and this expression usually use to show our appreciation to the other people. The thanking expression is frequently expressed at the end of conversation. The art shop attendants usually used this expression after they finished the transaction with the tourist.

Conversation 1:

(Art shop attendant 8)

Art shop attendant :Thank you very much.

Becarefull, the big step.

Tourist : Oh thanks.

Art shop attendant : Many people fell down before.

Tourist : Thank you so much.

The underlined words above belong to thanking function. “Thank you very much” is a formal expression. The purpose of this expression is to give a respect to

the tourist after buying goods in her shop. And the art shop attendant was showing an attention to the tourist by saying “Becarefull, the big step, many people fell down before”. The art shop attendant was mention to watch out the step. It means that art shop attendant didn’t want an accident happen to the tourist. The art shop attendant used this expression politely while he was smiling.

Conversation 2:

(Art shop attendant 5)

Art shop attendant : This ya, two shirts and one dress ya.

Good price, good for you good for me. Cheap price.

Thank you darling.

Tourist :Thank you.

From the conversation above, the art shop attendant used an English function showing thanking. The art shop attendant used thanking function after the tourist paid the shirts and dress. The art shop attendant expressed this function in a polite way. The art shop attendant said “Thank you”. These words expressed a formal expression and the art shop attendant added “darling” word to make the conversation friendlier. Her expression was done in a friendly manner and with smiling face. The common English which we use for thanking to other people is “Thank you” .This thanking expression is a simple way to say thank to the tourist.

3.2.8 English for Saying Goodbye

Saying goodbye always comes at the end of the conversation and before we separate with somebody. There are two categories of this expression, those are: goodbye for long time or forever and goodbye for a short time to meet someone again soon. Based on the data, I could find that the art shop attendant used many expressions to say goodbye.

Conversation 1:
(Art shop attendant 2)

Tourist : Okay seventy. How about seventy?

Art shop attendant : Too low, still too low.

Tourist : Okay, It's okay.

Art shop attendant : How much you recom? Finally price.

Tourist :No, No. Thank you.

Art shop attendant : Bye bye, see you next time.

Based the conversation above, the art shop attendant used an English function showing goodbye. The art shop attendant used saying goodbye function after the tourist refused the price of a perfume. He expressed this function in a polite way. The art shop attendant said "Bye, bye.", this words are not a English standard and he continued the sentence with "See you next time". and by saying "see you next time" the art shop attendant hope to see the tourist again soon. The art shop attendant expressed this function fluently and in a polite way.

Conversation 2:
(Art shop attendant 3)

Art shop attendant : One more price, better price.

Tourist : Mmmh, no thank you.

Art shop attendant : Ya ok you win.

Tourist : Okay, I take it.

Art shop attendant :Thank you very much.

Goodbye.

The underlined words above belong to saying goodbye function. The art shop attendant used this expression when the tourist finished the payment and when the tourist will leave the art shop. It can be seen from the conversation above that the art shop attendant used “Goodbye” If we see from the language, the art shop attendant used a formal language. And he express it a polite way. When he was doing the job, his attitude was friendly and his expression was done with a smiling face.

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

After observing, investigating, collecting the data and analyzing the data, this is the conclusion about the analysis of English functions in conversations between the art shop attendants and tourists in Kuta Area, I can find that there are some conclusions can be concluded.

The English functions used by art shop attendants in Kuta area that can be found in this research are: *greeting, inviting, giving information, offering something, refusing, asking quantity, thanking and saying goodbye*. In using the expressions, most of the art shop attendants used informal expressions in making contact with the tourists and sometimes they used polite expressions. When they served the tourists, they tried to give the best service. It can be proved by the services of the art shop attendants were always with smile and respect to the tourists. Most of them used ungrammatical sentences to express the English functions but their purpose can be understood by the tourists when they serve the tourists in a friendly and polite manner.

4.2 Suggestion

The language function and expression are very interesting subject in the study of English. My suggestion in this paper is aimed to the students who want to conduct a similar research. As a student you should study well about the subject you are going to observe. The data must be related with the theoretical books, it will make you able to do the research and write a scientific paper well. The suggestion to the art shop attendant is that they should use good English when speaking with the customers.

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APPENDIX

1. English for Greeting

- **Conversation 1:**

(Art shop attendant 6)

Art shop attendant : Hello, Sir.
Good sun glasses.
Tourist : No.

- **Conversation 2:**

(Art shop attendant 9)

Art shop attendant : How are you? Come here please.
I got something, very cheap.
Tourist : No, no.

- **Conversation 3:**

(Art shop attendant 4)

Art shop attendant : Evening, yea have a look, watches?
Tourist : No I'm just looking.

- **Conversation 4:**

(Art shop attendant 3)

Art shop attendant : Hi, Mom!
Buy one get one free.

Tourist : ... (the tourist didn't pay attention to the art shop attendant)

- **Conversation 5:**

(Art shop attendant 4)

Art shop attendant : Good morning.

Yes have a look, watches?

Tourist : No, thank you.

2. English for Inviting someone

- **Conversation 1:**

(Art shop attendant 6)

Art shop attendant : Hello,looking- looking darling,looking –looking mom.

Tourist : Yeah.

- **Conversation 2:**

(Art shop attendant 8)

Art shop attendant : Come inside darling, come inside.

Tourist : No, thank you.

- **Conversation 3:**

(Art shop attendant 7)

Art shop attendant : Come here please.

Tourist :(The tourist didn't say anything)

- **Conversation 4:**

(Art shop attendant 5)

Art shop attendant : Yes darling ,have looking?

T-shirt, T-shirtanya?

Tourist : No.

3. English for Offering Something

- **Conversation 1:**

(Art shop attendant 6)

Art shop attendant : White dress, Miss?

Tourist : No, thanks.

- **Conversation 2:**

(Art shop attendant 1)

Art shop attendant : Excuse me, Polo?

Tourist : No, no. Already got one.

- **Conversation 3:**

(Art shop attendant 2)

Art shop attendant : You want G-shock?

Waterproof? Watching swimming?

Tourist : How much is it?

Art shop attendant : Five hundred.

Tourist : Oh, no it's too expensive

4. English for Giving Information

- **Conversation 1:**

(Art shop attendant 5)

Art shop attendant : Yes, excuse me. Any looking something please?

Tourist : No, I'm just looking, Thank you.

Art shop attendant : Don't say no no, say yes yes. Good price.

Tourist : How much this?

Art shop attendant : How many pieces you want darling?

Tourist : I don't know.

Art shop attendant : Two or three?

Tourist : Depends how much.

Art shop attendant : I give you three dollars each.

Tourist : Three dollars?

Art shop attendant : If you take couple, if you take one I give you five Dollars.

Tourist : No, no.

- **Conversation 2:**

(Art shop attendant 9)

Art shop attendant : Yes, hurley? Bintang?

What size you want?

Tourist : Not for me.

Art shop attendant : Daddy? Large, extra large?

That one extra large?

Tourist :How much is it?

Art shop attendant :How many pieces do you want? Depend you take. If you take couple, I give you good price. For two I give you one fifty. You can have bargain. How much do you want?

Tourist :Eighty for two.

Art shop attendant :Eighty too low darling

Tourist :Ninety?

Art shop attendant :Good for you, good for me, ya one twenty. Because this good materials.

Tourist :Okay. It's good price I think Goerge.

5. English for Refusing

- **Conversation 1:**

(Art shop attendant 2)

Art shop attendant :I do discount.

How much you recom?

Tourist : Fifty?

Art shop attendant : No, that's too low miss.

- **Conversation 2:**

(Art shop attendant 4)

Art shop attention :Hello, Good Evening.

What you looking for? Perfume?

Tourist :No, thank you.

Art shop attendant :Escada, I have,kenzo, coco chanel, you can have look first. Very cheap.

Tourist :Do you have donna karan ?

Art shop attendant :Yes, that one.

Tourist :How much is it?

Art shop attendant :Just seven hundred thousand.

Tourist :Oh my goodness. It's to expensive.

Art shop attendant :How much? Can less.

Tourist :Hundred?

Art shop attendant : No no.

Hundred?

6. English for asking Quantity

- **Conversation 1:**

(Art shop attendant 9)

Art shop attendant : Yes, hurley? Bintang?

What size you want?

Tourist : Not for me.

Art shop attendant :Daddy? Large, extra large?

That one extra large?

Tourist :How much is it?

Art shop attendant :How many pieces you want? Depend you take. If you take couple, I give you good price. For two I give you one fifty. You can have bargain. How much do you want?

Tourist :Eighty for two.

- **Conversation 2:**
(Art shop attendant 5)

Art shop attendant : Yes, excuse me. Any looking something please?

Tourist : No, I'm just looking, Thank you.

Art shop attendant : Don't say no no, say yes yes. Good price.

Tourist : How much this?

Art shop attendant : How many pieces you want darling?

Tourist : I don't know.

Art shop attendant : Two or three?

Tourist : Depends how much.

Art shop attendant : I give you three dollars each.

- **Conversation 3:**

(Art shop attendant 9)

Art shop attendant : Maybe you want the black color? Maybe the sexy one?

Tourist : No, I wanna long.

Art shop attendant : You want long longan?

Tourist : You don't like this? Plain colour?

You like the blue? That one.

Art shop attendant : I do good price for you darling. For good luck.

What about jumpsuit? You don't like jumpsuit?

Tourist : Ooh I already got jumpsuit today. How much?

Art shop attendant : That one? You take two or one?

Tourist : Only one.

7. English for Thanking

- **Conversation 1:**

(Art shop attendant 8)

Art shop attendant : Thank you very much.

Becareful, the big step. Many people fell down before.

Tourist : Thank you.

- **Conversation 2:**

(Art shop attendant 5)

Art shop attendant : Okay, one forty ya, I give you.
This ya, two shirts and one dress.
Thank you darling.

Tourist : Thank you.

8. English for Saying Goodbye

- **Conversation 1:**

(Art shop attendant 2)

Art shop attendant : One fifty is good price.

Tourist : No, no.
Thank you.

Art shop attendant : Bye bye, see you next time.

- **Conversation 2:**

(Art shop attendant 3)

Art shop attendant : One more price, better price.

Tourist : Mmmh, no thank you.

Art shop attendant : Ya ok you win.

Tourist : Okay, I take it.

Art shop attendant : Thank you very much.
Goodbye.



RESPONDENT'S DETAIL

1. Art shop attendant 1



Name : Deni.
Place/DOB : Sumeneb, 8-9-1986
Address : Tuban
Religion : Islam.
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant 8 years. And his side job is printing

2. Art shop attendant 2



Name : Algazali.
Place/DOB : Madura, 17-8-1979
Address : Buduk, Mengwi
Religion : Islam
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 8 years.

3. Art shop attendant 3



Name : Marzuki.
Place/DOB : Sumeneb, 14-4-1988
Address : Pamogan.
Religion : Islam.
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 3years

4. Art shop attendant 4



Name : Randy
Place/DOB : Bandung, 9-10-1994
Address : Jalan nangka no.5
Religion : Islam
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 4 years.

5. Art shop attendant 5



Name : Lenny
Place/DOB : Karangasem, 30-3-1969
Address : Mekar, Suwung.
Religion : Hindu.
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 8 years. She is a housewife. She is able to speak many languages. The languages are: Russian, German, Dutch, Japanese, France, English and Italian.

6. Art shop attendant 6



Name : Rani
Place/DOB : Sumeneb, 9-6-1987
Address : Purwasari, Tuban.
Religion : Islam
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 2 years and she is a house wife.

7. Art shop attendant



Name : Made.
Place/DOB : Karangasem, 16-9-1968
Address : Pulau seribu, Teuku umar.
Religion : Islam
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 2 years. She is a house wife and she able to speak another languages, They are Japanese, English and Dutch

8 Art shop attendant 8



Name : Rini
Place/DOB : Banyuwangi, 25-9-1982
Address : Sada sari, Tuban.
Religion : Islam
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 1 year. She is a house wife.

9. Art shop attendant



Name : Jro Bulan.
Place/DOB : Bangli, 2-4-1962
Address : Bukit, Jimbaran.
Religion : Hindu.
Education : Senior High School.
Occupation : Art shop attendant.
Length as an art shop attendant: 4 years. She is a house wife.