

# English Hotel Terminology

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# English Hotel Terminology Equivalence in Other Language

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## Abstract

Numerous studies have been conducted on the interpretation and translation of English terms into other languages. The purpose of this study was to identify the adequate Indonesian equivalent terminology for hotel amenities, services, and facilities applied in English and the strategies utilized by both domestic and international hotel guests in understanding the equivalent terms in their native language. Qualitative research methodology was used. The subjects included 10 domestic guests from a 5-star hotel, 10 domestic guests from a 4-star hotel, 5 international guests from a 3-star hotel, and 2 hotel staff from a 5-star hotel, 3 staff from a 4-star hotel, and 1 staff from a 3-star hotel. The findings demonstrated that some of the English terms commonly used in hotels had Indonesian equivalents, and some did not. The international guests strategies were: 1) searching in an online dictionary or a Google search; 2) asking people they met nearby immediately; and 3) guessing the meaning. Domestic guests' strategies included: (a) asking other guests or hotel staff for clarification; and (b) guessing the meaning. Future research should overcome the limitations of this study, considering translations and linguistic norms training strategies.

**Keywords:** terminology, equivalents, translations, and strategies

## 1. Introduction

It can be challenging to find the Indonesian equivalent of English terms used in starred hotels in Indonesia. A term is defined as "the designation of a conception. There are some requirements to a term: it must be short, clear, easy to pronounce, and it must allow derivations". While equivalence "can thus be seen as a subcategory of adequacy, that is, adequacy in the case of functional constancy between a source and a target text" (see Ahrens, 1994.p.70-73). Some domestic guests find it challenging to understand the English terms used to refer to hotel amenities, services, and facilities as written in restaurants, rooms, and other hotel areas. This leads to problems that lead to deceit and incorrect perception (Liang, 2011). However, in order to solve the issues that already exist, it is crucial to comprehend this; as a result, further misunderstandings may be minimized. The English terms are globally used in international hotels, and their equivalences are locally used in each country where translation and cross-cultural adaptation take place (Pennington, 2004; Alnahdi et al., 2020; Papadakis et al., 2022). Foreign tourists coming to Indonesia encounter difficulty understanding some Indonesian terms, such as those used at the hotel; this might be due to an unfamiliar interpretation of the native language (Wray et al., 2016), (Nic Fhlannchadha & Hickey, 2018). In some hotels, an Indonesian term is used, for example, "kamar kecil," for public toilets or restrooms; therefore, some international guests may not easily find the toilet they are looking for. However, when an English term such as 'water closet' (W.C.), 'restrooms, or 'toilet' is displayed, they may find it easy. On the contrary, some domestic guests staying at 4- or 5-star hotels may find it difficult to understand some of the English terms used at the hotels. The researcher compares other studies with this research to learn more about translation, interpretation, and the strategies used in overcoming the difficulties understanding English or other language terminology because studies on fully related literature reviews in English hotel terminology are rare. The majority of the literature studies the researcher cites in this research are closely related to the language theories of translation, interpretation, linguistics, and culture that the researcher provides in this research, despite differences in the study settings.

Previous research has been done related to English translations of terms such as a multilingual terminology for industrial and craft sectors (Santamaría-Pérez & Martínez-Egido, 2013); they show that corpora are an essential tool used in the preparation of any terminological work that later becomes the database for fundamental textual data, relating to both terminological extraction and the recovery of usage contexts. (Dimitrova & Dicheva, 1998) discuss terminology learning. The value of foreign language skills in the tourism industry has been studied by (Leslie & Russell, 2006). A computer translator as a help to understanding meaning terms of English and other languages is investigated at English class by (Akimovna & Kanatovna, 2015), (Oliver et al., 2021), and as the power of language and translation to exercise meaning (Logemann & Piekari, 2015). (Krapivkina, 2018) discusses sight translation in training interpreters and translators and suggests it be important in teaching the translation method. Cross-language thematic analysis in tourism and hospitality research where lost in translation can take place is analyzed by (Esfehani & Walters 2018). (Sayogie, 2019) investigates the equivalence and translatability of Indonesian terms. (Gross et al., 2013; Ma et al., 2016) investigate English needs and academic study in the hotel industry. The awareness of interns and the attitude of hotel employees are topics covered in (Suebongsuwan & Nomnian, 2020). Translation is introduced as an internal process within thematic analysis and is regarded as a part of the iterative process of thematic analysis in the research model by Vasheghani Farahani & Amiri (2019). This model provides teaching bilingual (English and Persian) and cross-language researchers with a practical, epistemologically sound,

methodologically sound, and ethically sound rationale for the timing of translation thematic analysis using terminology on translation performance. (Nurjannah et al., 2014) contrasts native and non-native English (Indonesian) speakers in translation and adaptation where a grounded theory in a language other than English was used. The use of electronic information resources to solve cultural translation problems is explained in detail by (Olalla-Soler, 2018). Kane, (2021) investigates interpretation as one of the solutions to the language boundary using Google Translate as a part of machine translation and teaching translation, which is closely relevant to this research in investigating strategies for translating or interpreting hotel terms. (Çelik & Özcan, 2013) propose teaching translation and interpretation. (Dahm, 2011) examines how foreign medical graduates engage with common language and medical terminology in an English for Specific Purposes (ESP) course and determines whether they are aware that patients and medical professionals may have different interpretations or perceptions of medical terminology. (Asmin, 2014) investigates the English hotel terminology used by the hotel front desk employees, but only in the communication between guests and hotel front office staff when utilizing the English terms used at the hotel without employing the translation of the local terms. Rahayu (2017) studied the English terms used in tourism places and hotels to determine the native correspondences to the English terms and the tourists' strategies for comprehending the native language terms. Learning strategies for overcoming problems in foreign language learning and teaching have been discussed by Moeller & Catalano (2015), and (Skehan, n.d.). The gaps in the previous research lie in the subjects' knowledge of interpretation, translation, and equivalences. Additionally, there is a little research on how international guests comprehend Indonesian hotel terminology as well as data on how Indonesian guests understand English terminology; this study tries to fill those gaps. Additionally, the researcher conducted interviews with hotel guests to learn about their understanding strategies. The findings of this research will show field examples of equivalences of English terms used in native language (Indonesian) and strategies used in overcoming terminology problems and will contribute to language teaching and education, the hospitality industry, and other industries where English is used as a foreign language. There are some strategies used by English-speaking and non-English users to understand English and Indonesian terms used at the hotels.

When these are used in other subjects other than hotel terms, the researcher believes they can be applicable. For this reason, this research was aimed at finding the answers to the following research questions:

1. What were the English terms for hotel amenities, services, and facilities and their Indonesian equivalents?
2. What were the strategies utilized by the international guests in understanding the Indonesian terms for hotel amenities, services, and facilities?
3. What were the strategies utilized by the domestic guests in understanding the English terms for hotel amenities, services, and facilities?

To answer the questions, this research was conducted to identify English hotel terminology and their Indonesian equivalents, as well as the strategies discovered by hotel guests.

## 2. Method

### 2.1 Research Design

This research used qualitative descriptive analysis to gain a deeper understanding of the complexity of translation, interpretation, and terminology equivalence. This method was used by conducting direct interviews with hotel staff and international and domestic guests located in Bandung, Indonesia (the capital city of West Java).

The research design is shown in this figure.

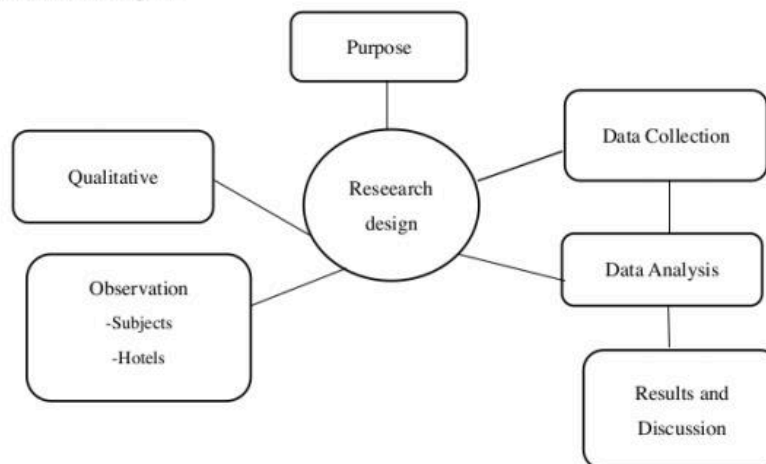


Figure 1. Research design

The figure shows how this research was planned to use a qualitative approach to accomplish its purpose. Data collection was conducted by questioning hotel staff and guests after information had originally been gathered through observation. Data was gathered, analyzed, and research findings were produced and are ready for discussion.

### Subject Characteristics

After the researcher assessed the accessibility of the hotel guests' conveniences, the researcher chose 10 domestic guests who were staying at a 5-star hotel, and 10 domestic guests were staying at a 4-star hotel. 5 international guests were staying at a 3-star hotel, as were 2 hotel staff at a 5-star hotel, 3 hotel staff at a 4-star hotel, and 1 hotel staff at a 3-star hotel. They served as the subjects of this 2017 research. These 20 domestic guests, who served as the subjects, were from different provinces in Indonesia. Two of them were couples from the capital city of Indonesia, while the other two were couples from Middle Java. The remaining 16 were domestic single guests from various West Java regions. The hotel staff members that were chosen had been employed there for more than two years each. The five international guests came from various nations. Two of them were American couples, the other two were European couples, and the last one was from Japan. The reason 10 domestic guests at the 5-star hotel were chosen was because it was considered that they were familiar with the equivalence of Indonesian terms for the international hotel terminology that was regularly used and exposed at the amenities, services, and facilities of the 5-star hotels. On the other hand, based on their knowledge of hotel terminology and exposure to amenities, services, and facilities offered by hotels with ratings lower than five stars, the remaining 10 domestic guests were selected from 4-star hotels. The international guests at the 3-star hotel were picked to see their understanding of the hotel terminology used because they were more exposed to the Indonesian hotel terminology than those at the 4- or 5-star hotels that used English words. It should be emphasized that this research was a continuation of the researcher's earlier work, which looked into the English terms used in hotels and tourism places (see Rahayu, (2017). Due to the limited exposure of English terminology used at tourism places, the emphasis of this research was exclusively on hotel terms and hotel guests' strategies.

### Method of Data Collection

Before the data was collected from the subjects of this study, the researcher had observed the loci of the research to see the possibility of getting the data of this research from the subjects. Several factors, including the accessibility of the location and the amount of both domestic and international guests staying at the hotels, played a role in the decision to use the hotels as the location. It should be noted that the majority of the data on amenities, services, and facilities were observed by the researcher on the ground and acquired from hotel staff members. A dictionary and a Google search were then used to double-check the acquired data. Some of the terms used, particularly for amenities, were comparable to those at 4- and 5-star hotels, even though the hotel was only rated 3 stars. However, Indonesian terminology predominated in the language. This approach was conducted because all hotel staff were quite familiar with the names for the hotel's amenities, services, and facilities, so they knew exactly what the English terms meant in their own language. Each guest was interviewed to get information about the strategies they used. The key interview questions were about their familiarity with the terms for amenities, services, and facilities used in hotels, as well as whether they had trouble understanding the terms and ultimately misunderstood them. Due to their need for privacy while staying at the hotels, only a limited quantity of information regarding amenities, services, and facilities was gathered from the guests. However, both domestic and international guests provided all of the information on how to deal with strategies for understanding the hotel terms. The interviewing technique used with international guest subjects was different from that used with domestic subjects because of their varied cultural backgrounds. The researcher remotely observed the international guests ahead of time to ascertain their comfort and availability for the interview. The domestic guests, on the other hand, were from the same nation as the researcher, therefore there were no obstacles regarding how they were interviewed.

### Data Analysis

All the supplementary information was gathered, and only those that matched the objectives of the research questions were chosen. Then the data were grouped into separate, classified groups to be analyzed to find the answer to the research questions. The majority of the information on hotel amenities, services, and facilities terminology was acquired from hotel staff, and the researcher then double-checked it by observing and making notes from what they had observed and learned in the field. The terms for amenities, services, and facilities as well as their translations into each language were then grouped and analyzed. Some of the terminology used for hotel amenities, services, and facilities, as well as their translations, were plainly visible. For example, a tiny metal board attached to the wall said 'Swimming Pool' with 'Kolam Renang' as the translation underneath it, which was readily visible. A bilingual English and Indonesian hotel guide was also provided in each room. Following this, the information was gathered and examined to determine an adequate translation. The guests' strategies for understanding the hotel terms used for amenities, services, and facilities in both English and Indonesian were noted and then analyzed thoroughly.

### 3. Results

#### 3.1 Hotel English Terms and Their Equivalents in Indonesian

Table 1. Hotel English terms and their equivalents in Indonesian

Hotel English Terms	Equivalents in Indonesian	Hotel English Terms	Equivalents in Indonesian
Amenities box	Kotak fasilitas	Housekeeping	Tata graha
Access	Akses	Housekeeper	Penata graha
Air conditioner	Penyejuk Udara	Late check out	Terlambat keluar kamar
Administration charge	Biaya administrasi	Late check in	Terlambat masuk kamar
Arrival	Kedatangan	Laundry service	Pelayanan cucian/penatu
Baggage	koper	Laundry bag	Kantong cucian
Bed	Ranjang/kasur	Parking	Tempat parkir
Bellboy	Pembawa koper	Pillow	Bantal
Booking	Pesanan	Poolside bar	Bar pinggir kolam renang
Breakfast	Sarapan	Rate	Tarif
Butler	Kepala pelayan	Receptionist	Penerima tamu/resepsionis
Cart	Kereta/troli koper	Relax Chair	Kursi santai
Catering service	Layanan catering	Restaurant	Tempat makan/Restoran
Check list	Daftar pemeriksaan	Room attendant	Pelayan kamar
Chiller	Pendingin	Non-/Smoking	Tidak/boleh merokok
Complimentary	Gratis/bebas biaya	Shower gel	Sabun mandi jel
Connecting room	Kamar yang digabung	Sink	wastafel
Concierge	Penjaga pintu	Slippers	Sandal capit
Cover charge	Biaya tambahan	Supervisor	Pengawas
Double room	Ruangan dobel	Tissue Roll	Tisu gulung
Danger zone	Zona bahaya	Towel	Handuk
Dessert	Makanan penutup	Trash bin	Tempat sampah
Dinner	Makan malam	Trolley	Troli
Escalator	Tangga berjalan	Wash basin	Telepon pembangun tidur
Fitness centre	Ruang kebugaran	Wireless access	Akses nirkabel
Gift shop	Toko oleh-oleh	Welcome	Selamat datang

Table 1 shows a list of hotel English amenity, service, and facility terms and their equivalents in Indonesian, compiled from information provided by hotel staff and the researcher.

#### 3.2 Hotels English Terms Which Do not Have Equivalents in Indonesian

Table 2. Hotel English terms which do not have equivalents in Indonesian

Hotel English Terms	Terms in Indonesian	Hotel English Terms	Terms in Indonesian
Banquet	Bangket/Andrawina	Festival	Festival
Brochures	Brosur	Front Office	Front Office (pronounced as 'F.O')
Burger	Burger	Gas	Gas (pronounced as 'Gas')
Barbeque	Barbekyu	Hotel	Hotel
Bar	Bar	Hotel Manager	Manajer Hotel
Bank	Bank (pronounced as 'Bang')	Hostel	Hostel
Cabaret	Kabaret	House keeper	House Keeper
Closet	Kloset	Information (desk)	(meja) Informasi
Cafeteria	Kafetaria	Ice machine	Mesin es
Cashier	Kasir	Linen	Linen
Caviar	Kaviar	Lift	Lif
Cheque	Cek	Shampoo	Sampo
Chef	Sef	Sofa	Sofa
Chocolate	Cokelat	Suit (room)	(Kamar)Suit
Coffee	Kopi	Single (room)	(kamar) Singel
Credit (card)	(kartu) Kredit	Spa	Spa
Corridor	Koridor	Tissue	Tissue
Curry	Kari	Teller	Teler
Computer	Komputer	Telephone	Telefon
Deluxe (room)	(Kamar) deluxe	Valet parking	Parkir Valet
Duty manager	Duty manajer	VIP	VIP

Table 2 lists the English terms used in hotels that do not have Indonesian equivalents.

#### 3.3 Strategies Used by the Hotel Guests

The following strategies were employed by the international hotel guests staying at a 3-star hotel:

1. Searching in an online dictionary or a Google search

2. Asking people they met nearby immediately.
3. Guessing the meaning

The strategies employed by domestic guests staying at 4- and 5-star hotels

1. Asking other guests or hotel staff for clarification
2. Guessing the meaning.

#### 4. Discussion

The English hotel terms used and their Indonesian equivalents..

Since international hotels adhere to the global standard of operating procedures, which employs the English language everywhere, it may be challenging to find the equivalent words for hotel terms in languages other than English. In contrast, domestic hotels that are not five-star hotels use the local terms for some hotel amenities, services, and facilities, as in Indonesia. Due to the fact that there is a global standard operating procedure, the terminologies for hotel amenities, services, and facilities that were collected from the locations were found as they were, with no intention of changing the terms used. In addition, the researcher thinks that because the English hotel terms and their Indonesian translations have been in use in the hotels for such a long time, they have been translated in accordance with linguistic conventions, translation standards, and hotel standard operating procedures. To begin with the theoretical implications, the results of this research have contributed to the existing literature mainly about translation, interpretation, and language equivalence methods (see, Molina & Hurtado, 2002; Koller, 1995). The techniques of translation such as borrowing, calque, literal translation, adaptation, and others will not be discussed in this paper due to the focus of this research being mainly on equivalence. Therefore, only the equivalence technique will be relevant in order to analyze the data acquired. The research findings show that there are English hotel terms that have equivalents in the Indonesian language. However, there are some English terms that do not have equivalents in Indonesian; therefore, the English terms required some language adoption and absorption through spelling adjustments, and the results were then pronounced in Indonesian, as shown in table 2. This language adoption of course needs some cultural background and the language rules of each nation (Wæraas, 2020). In relation to the appropriate use of hotel terminology in the local tongue, not all English terms were accurately translated into Indonesian. For instance, the word 'baggage', as it appears in Table 1, is translated as 'koper' or 'kopor', both of which are widely used in Indonesian. In Indonesian, the word 'baggage' can also be translated as 'bagasi', which denotes 'vehicle baggage'. This is the phrase that is most commonly used, but 'cart', which is translated as 'kereta', has a few other meanings and is more frequently used to refer to 'a train or a rail transportation. However, in normal Indonesian conversation, the phrase "Trolly Koper" is more usually used to denote a "baggage trolley" than a "cart." Another example is "housekeeping," also known as "tata graha" in Indonesian. Unlike 'housekeeping', 'housekeeper' (penatagraha) when referring to employees who are responsible for maintaining the hotel's rooms, building, garden, and other surrounds, the Indonesian term 'Petugas kebersihan' is more usually used than 'housekeeper' or (penatagraha in Indonesia). Other illustrations: The term air conditioner, in table 1 is translated as 'penyejuk ruangan', despite the fact that the prevalent term is AC (the abbreviation for air conditioner, which is pronounced ase) in Indonesian. The term banquet, which is translated as banquet, is more common than 'Andrawina', and the term 'buffet' in Table 2 is translated as buffet, but the Indonesian term 'prasmanan' is more commonly used for 'buffet' (No Title, p.4 n.d.-b). Those terms imply that, despite adherence to the principles of translation, individuals frequently employ those terms in the same contexts in which they hear them used in everyday speech. The researcher believes that most of the English hotel terms in Tables 1 and 2 were translated into Indonesian based on the translation procedures as described in Pedoman Umum Pembentukan Istilah (General Guidance for Developing Terminology) by the Committee for Indonesian Language Development (No Title, p.5-6 n.d.-a). "Jika dalam bahasa Indonesia atau bahasa serumpun tidak ditemukan istilah yang tepat, maka bahasa Asing dapat dijadikan sumber peristilahan Indonesia. Istilah baru dapat dibentuk dengan jalan menerjemahkan, menyerap, dan menyerap sekaligus menerjemahkan istilah asing. Demi kemudahan pengalihan antarbahasa dan keperluan masa depan, pemasukan istilah asing, yang bersifat internasional, melalui proses penyerapan dapat dipertimbangkan jika salah satu syarat atau lebih yang berikut ini dipenuhi". Which means If in Indonesian or an affiliated language there is no appropriate term, then foreign languages can be used as a source of Indonesian terminology. New terms can be formed by translating, absorbing, and at the same time translating foreign terms. The ease of transfer between language and future needs means that the income from foreign terms, which is international, through the absorption process can be considered if one or more of the following requirements are fulfilled. Additionally, there is a regulation that all written forms in Indonesian at public places are arranged as follows: 'Tulisan dalam bahasa Indonesia di tempat umum diatur sebagai berikut. Bahasa yang digunakan di tempat umum, seperti pada papan nama, papan petunjuk, kain rentang, dan papan iklan, adalah bahasa Indonesia yang baik dan benar' (No Title, p.4 n.d.-b) which means the language used on billboards, signboards, banners, and advertising boards is the appropriate and proper form of Indonesian.

The international hotel guest's strategies.

Since the international guests staying in Indonesian hotels were obviously unfamiliar with the Indonesian terms used at the 3-star hotels, the foreign guests looked for ways to get through their uncertainty. Due to the English terminology's adoption and absorption into Indonesian, when the terms in Table 2 were used at the 3-star hotels, international guests could guess their meaning based on how close the spellings appeared. For example, 'Kasir-Cashier,' 'Coffee-Kopi,' 'Computer-Komputer,' and 'Shampoo-Sampo'. When no one was present and they were having problems comprehending Indonesian hotel terms, they looked up the definitions on Google Dictionary. The majority of subjects directly asked somebody about the intended meaning. Even though some of them found it difficult to find the right person who understood English. The vast majority of participants questioned someone directly what they thought it meant. Despite the fact that for some

of them, it was challenging to locate the ideal English-speaking individual. Nearly all of the subjects in this study relied on their best judgment to determine the meaning when they lacked the time to use Google and were hesitant to ask anyone unless it was an emergency, such as when they required directions. However, some of the international guests had a small language problem when they saw the word "soto" in the hotel restaurant. This term describes a classic, traditional Indonesian soup composed of broth, meat, and some turnips and garnished with celery and fried soybeans. Many of the restaurant meals, whether they were western or local, were uncovered due to the subjects' privacy. In contrast, international guests did not have any major issues with some hotels local terms due to their familiarity with what they saw. For example, tempat sampah' for dust bin', kolam renang' for 'swimming pool'. They might think that all hotel terms were the same in every hotel.

#### Domestic hotel guest's strategies.

The majority of domestic guests staying in the 4- and 5-star hotels were already familiar with some of the amenities, service, and facility terms. Consequently, they had little trouble understanding the hotel's terms in English. They guessed the meaning when dealing with the English hotel terms. Some domestic guests encountered these examples if they were familiar with the terms 'butler and 'concierge, but when they first heard about them, they were not familiar with the terms. However, the meaning of "butler" and "concierge" might be inferred by the guests based on their own perceptions once the job descriptions were explained. Asking directly to other hotel guests or staff, who surely spoke Indonesian, was an additional tactic. According to the researcher's observations, domestic guests who stayed at the 4- and 5-star hotels had little difficulty comprehending the English words to describe amenities, services, and facilities. This could be a result of their familiarity with the terms used at the hotel. On the other hand, they directly questioned hotel staff when they were having trouble understanding the service terms. International guests encountered a similar problem when trying to understand Indonesian terms used in 3-star hotels. Some guests were able to overcome this by asking hotel staff members questions, while others did so by consulting a Google dictionary. Other differences in this research emphasize how the subjects employed strategies they spontaneously or unintentionally discovered on the sites to understand the hotel terminology used in both English and their native Indonesian. To protect the guests' privacy, the researcher observed from a distance how both domestic and foreign guests used their strategies to comprehend the hotel terms. In order to collect data directly from the two research subjects and cross-reference it with observations, an interview with each subject was conducted. It was challenging to persuade the guests that the interview was for the purpose of this research. Eventually, some information and data pertaining to the strategies employed by the research subjects could be attained. However, further investigation into hotel guests' strategies was not possible because it was vital to preserve the privacy of the guests. However, one of the differences from other research is that this research stresses how the subjects of this research, both international and domestic hotel guests, comprehend the terms used at the hotel for amenities, services, and facilities. It should be emphasized that the differences between the prior research (see Rahayu, 2017) and this research are in the subjects and the hotels, as the research loci remain the same, but this research excluded tourist destinations. Similar research findings have been found on the strategies employed by the hotel guests who served as the study's subjects. It appears that there are no new guests' strategies for understanding hotel terms. However, the hotel terms collected are different, as discussed previously. This is one of the research's limitations, as it prevented the collection of additional data sources due to the small number of subjects. Another issue is that efficiency caused the scope of the investigation's hotel portion to be limited in terms of both quantity and location. The length of the investigation was limited as well. Finally, due to hotel policies that prohibited the researcher from entering private spaces like the kitchen and guest rooms, the scope of the hotel terms observed was restricted to some amenities, services, and facilities. It should be noted that it was challenging to interview foreign hotel guests for this study. It required some thought, including the appropriate timing, comforts, cultural context, and patience. The same circumstances apply when choosing domestic hotel guests. Consequently, the strategies collected from hotel guests were so limited that the results of their strategies could not be further studied. The strength of this research is that it was conducted on the ground, allowing for a comparison of the research's findings with relevant theoretical underpinnings. The results of this research on English hotel terms are consistent with the previous research (No Title, p.4 n.d.-b.; Rahayu, 2017) and consistent use of terminology (see MacDonald et al., 2019). On the other hand, this research offers theoretical and practical implications for linguists, English for Foreign Language Teachers, language center administrators, and the ministry of tourism (Ahrens, 1994; Baker & Maier, 2011; Irimiea, 2018). This research, like others, has shown actual evidence of field methods for understanding the meaning of English terminologies as suggested by Gauton et al. (2008), Tate et al., (2016), and Naidoo (2016). The exposure to different languages, which also includes language learning experiences and strategies to employ, is extremely beneficial to language users in this context, which includes international and domestic hotel guests. As a result, language users will eventually be able to understand the foreign tongue with time and practice (Hashemi & Hadavi, 2015). (Muñoz, 2012, p.348) states that 'the importance of this sector for economies, together with the specificity of the translation problems involved and the number of mistakes encountered in translated versions, highlight the urgent need for the inclusion of this sort of specialized translation in university training programs and, therefore, for proper skills to be gained. This qualification and expertise will lead to a real improvement in the interlingual and intercultural communication between locals and foreigners, especially in promotional tourist texts, along with a steady improvement of the country's image. In the context of teaching, learning strategies, and terminology, both language teachers and students need time to perform these tasks (Dimitrova & Dicheva, 1998), Powell, 2004; Lasimbang & Kinajil, 2004; Chen et al., 2011; Antia & Ianna, 2016; Barr et al., 2012; Hawkins, 2018; Pawlak, 2021). Discovering new trends in approaches and techniques for translating and determining equivalents of other languages is necessary (Grif & Oxford, 2014; Stepanova, 2017). Additionally, finding current guest strategies will require more research because there is not much literature on hotel guests' strategies for understanding hotel terms in other languages.

## 5. Conclusion

The English terms to describe amenities, services, and facilities used in hotels and their Indonesian equivalents have been usefully revealed by this research. The strategies employed by both domestic and international hotel guests have provided some evidence of the events occurring in actual language contexts. The limitations of this study might not stop other researchers from carrying out similar research in the future. In contrast, this study suggests that future usage of English terminology that has been translated into other languages should be based on the linguistic and cultural norms of each nation for ease of use and comprehension. It is vital to receive training and put translation techniques into practice.

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