

CHAPTER IV

FINDINGS AND DISCUSSION

This chapter contains two points that were discussed, namely findings and discussion. The findings aim to answer research problems based on data analysis obtained in each problem formulation, while the discussion aims to focus more on discussing the findings from the data analysis.

4.1 Findings

The first problem of this research is to find out the types of language styles used by the main characters in Upgraded Movie. The second problem is the factor that makes the main character have the language style in the Upgraded Movie. These findings are described below as follows:

4.1.1 Types of Language Style by the Main Character in Upgraded Movie

Based on Joos' theory (1976), there are five types of language styles, namely frozen style, formal style, consultative style, casual style, and intimate style. The results of this research are presented in the table below:

Table 4.1 The Types of Language Style

NO	Types of Language Style	Frequency
1	Frozen Style	0
2	Formal Style	6
3	Consultative Style	62
4	Casual Style	53
5	Intimate Style	8
TOTAL		129

After identifying the types of language styles, the researcher described all of data based on the table findings above to answer the first statement of the problem as follows:

4.2.1 Frozen Style

From the analysis that has been carried out, the researcher did not find any data that matched this type of language style. It can be concluded that the frozen style is not used by Ana Santos as the main character in the Upgraded Movie.

4.2.2 Formal Style

Based on the data analysis that the researcher found, there are 6 utterances of data that included the formal style used by Ana Santos as the main character in Upgraded Movie. The researcher displays all of data below to be explained in formal style as follows:

Data 1

Ana : *My name is Ana Santos. I just finished up my rotation in catalog, and I've been moved up to auctions, you're my new boss.*

From the utterance above, the researcher found the type of language style that occurs is formal style. In the utterance "*My name is Ana Santos,*" introducing her full name identity and professionalism. Provides a clear explanation, using phrases like "*just finished up my rotation in catalog*" and "*I've been moved up to auctions*".

Data 2

Ana : *Sorry about that. May I ask who's speaking, please?*

The utterance above shows the type of language style that occurs is formal style. In the utterance "*May I ask*" uses a formal phrase to ask permission before asking a question and shows respect for another person's privacy. The overall tone is polite and respectful, using phrases like "*please*" to maintain a polite and professional demeanor.

Data 3

Ana : *Hello? Sorry, this is Ana, her third assistant. Mrs. Claire's on a flight right now, but how can I help?*

From the utterance above, the researcher found the type of language style that occurs is formal style. In the utterance, there is a sentence structure that uses polite but impersonal intonation and the complete sentence with the correct grammar to deliver statement.

Data 4

Ana : *Hi. Thank you. Yes, please, to all of that.*

From the utterance above shows the type of language style that occurs is formal style. In the utterance "*Hi. Thank you.*" there is use professional tone with maintains a friendly and approachable tone. "*Yes, please, to all of that.*" there is agreement to the requests shows her willingness to proceed with avoiding overly informal or slang language.

Data 5

Ana : *Excuse me. Would you happen to have my laptop bag by any chance?*

The utterance above shows the type of language style that occurs is formal style. In the utterance, there is uses the complete sentence with a good grammatical and pronunciation structure The context is also formal, and has a specific purpose for asking for this information with the greetings using “*excuse me*”.

Data 6

Ana : *That won't be necessary, Mr. Arnold, but thank you. Now before we start, there is one person I can safely say I'd like off the team. Gerard.*

From the utterance above shows the type of language style that occurs is formal style. In the utterances " *That won't be necessary, Mr. Arnold,*" and " *Now before we start,* " tend toward formality, indicating respect and adherence to proper protocol which conveys formality while maintaining professional politeness.

4.2.3 Consultative Style

From the analysis of data taken by researchers, there are 62 data which are contained in the consultative style used by the main characters in Upgraded Movie. The researcher displays all of data as follows:

Data 1

Ana : *Hmm. It's great. The red's nice.*

From the utterance above can be classified that type of language style that occurs is **consultative style**. In the utterance expresses agreement statement using "*Hmm*" and "*It's great*", there is well-suited to the situation and effectively conveys her agreement and positive opinion of the painting while still maintaining a respectful tone.

Data 2

Ana : *I hear you. you know, since I'm sleeping here, I thought I'd bring a little culture into your home.*

The utterance above has been identified by the researcher the type of language style that occurs is consultative style. The phrase "*you know*" and "*I thought*" adds a touch of personal connection while maintaining a respectful tone. Explain in language that is polite, neutral, and appropriate for dealing with situations that may be complicated

Data 3

Ana : *This is exactly what I'm saying. What a unique experience you're having with the painting. Thank you for sharing.*

From the utterance above can be classified that type of language style that occurs is **consultative style**. Ana's utterance expresses strong agreement with another person's statement by using

the phrase “*This is exactly what I’m saying*”, there is effectively convey approval, interest, and gratitude with a respectful tone.

Data 4

Ana : *I’m not moving back to Florida. I went to school, twice. I have a master’s degree in art history.*

The utterance above has been identified by the researcher the type of language style that occurs is consultative style. In the utterance “*I’m not moving back to Florida*” makes a clear and direct statement effectively conveys her firm decisions and justifications for not moving back to Florida while maintaining a respectful and confident tone.

Data 5

Ana : *Today’s the day, Amy. It’s auction day. It’s time to get noticed.*

The utterance above has been identified by the researcher the type of language style that occurs is consultative style. In the utterances “*Today’s the day*” and “*It’s time to get noticed*” use motivational language to encourage Amy to work well and give a positive impression while maintain a respectful tone.

Data 6

Ana : *Today was gonna be my first day in there. Becoming indispensable and making a name for myself. Have a great day. Let us know if you need anything.*

The utterance above has been identified by the researcher the type of language style that occurs is consultative style. In the utterance "*Becoming indispensable and making a name for myself.*" and "*Have a great day. Let us know if you need anything.*" There is polite and professional, offering well wishes and assistance.

Data 7

Ana : *Amy. Look. Amarillo is acrylic. It says "oil on wood." It should say "acrylic on wood."*

From the utterance above has been identified by the researcher the type of language style that occurs is consultative style. In the utterance "*It says 'oil on wood.' It should say 'acrylic on wood.'*" there is clearly points out the error and the phrase "*It should say*" to emphasize correcting correct an error to conveying a sense of urgency.

Data 8

Ana : *It's a Carmen Herrera. I think I need to go in there. Mrs. Claire should know about this.*

The utterance above has been identified by the researcher the type of language style that occurs is consultative style. In the utterance "*I think I need to go in there*" and "*Mrs. Claire should know about this,*" informing someone about the situation maintains with a respectful tone and using phrases like "*I think*" and

"should" to express her opinion while acknowledging the need for further consultation.

Data 9

Ana : *There's been a mistake. No time. Let me talk to Claire.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "there's been a mistake. No time." and "Let me talk to Mrs. Claire" to convey the importance of immediate action to demonstrate her intention to take charge and resolve the situation.

Data 10

Ana : *Amy, if this program doesn't work out, I'm gonna have to go back to Tampa. Can I crash at your place later?*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance maintained a respectful and polite tone "Amy" and "Can I" the language is clear, polite, and appropriate for the context of sharing personal concerns and seeking help from close friends.

Data 11

Ana : *Hi. I know who you are. how can I help?*

The utterance above shows the type of language style that occurs is formal style. In the utterance "How can I help you?" to show his willingness to offering help. She also uses "Hi" to create a friendly tone. The language is clear, polite, and appropriate for the

context of greeting someone, offering assistance, or establishing a relationship in a customer service or service-oriented environment.

Data 12

Ana : *I just got invited to go to London with Claire Dupont.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I just got invited to go to London with Claire Dupont*" there is avoid language that is too formal or too casual, to make the delivery of news more natural and interesting with respectful communication.

Data 13

Ana : *In case you needed help with bags or holding things.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*In case you needed help with bags or holding things.*" There is effectively conveys offers of assistance, expressions of concern, and assistance in a respectful and conversational manner.

Data 14

Ana : *I'm going to England for the first time in my life.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance that use the phrase "*for the first time in my life*" emphasizing the importance of this trip to Ana effectively conveys her personal

plans, excitement about the trip, and enthusiasm for the experience, in a respectful and conversational manner.

Data 15

Ana : *The spa's lovely. Yeah, you should try it.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*The spa's lovely*," she shares her positive opinion and "*Yeah, you should try it*," there is show her confidence in her recommendation to directly that the listener should try the spa

Data 16

Ana : *Address? Uh, sorry, one second. Let me just check...*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*Address?*" and "*Uh, sorry, one second*," there is indicating her understanding of the caller's need with politeness and consideration. She also uses phrase "*Let me just check*," there is demonstrating her willingness to help with maintains a respectful and conversational tone.

Data 17

Ana : *Oh, my God! And they're suede. Can I pay for your dry-cleaning?*

The utterance above shows the type of language style that occurs is consultative style. In the utterance "*Can I pay for your dry-*

cleaning?" there is offer to help pay the dry-cleaning by using words that remain polite and not too casual.

Data 18

Ana : *I would, thank you.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I would*" doesn't seem very formal because it is more relaxed compared to "*I would like to*". However, still maintain politeness by using the word "*thank you*" shows respectfully tone.

Data 19

Ana : *I work for an auction house and our London branch has called in the director of the New York office.*

The utterance above shows the type of language style that occurs is consultative style. In the utterance "*I work for an auction house and our London branch has called in the director of the New York office.*" there is doesn't seem very formal and still uses a grammatical sentence structure and doesn't use slang words. It doesn't seem very formal.

Data 20

Ana : *I'm on my own, but I'm going to the Carlson.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I'm on my own, but I'm going to the Carlson*" there is a grammatically

correct, avoids slang or overly informal language and the statement conveys information about plans in a polite and respectful manner.

Data 21

Ana : *That'd be incredibly helpful.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*That'd be incredibly helpful.*" There is overall tone of the statement is professional expresses with gratitude and willingness to accept help in a polite and respectful manner.

Data 22

Ana : *Let me just... I'll take this with me.*

The utterance shows that the type of language style that occurs is consultative style. In the utterance "*I'll take this with me*" there is a direct statement about the action to be taken in a polite and respectful manner.

Data 23

Ana : *Sure. Course. But we can probably exchange numbers.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*Sure*" There is shows agreement and willingness to do something. She also uses the phrase "*But we can probably exchange numbers*" expresses a proposal to exchange telephone numbers in informal, but not too casual.

Data 24

Ana : *You'll get my number from your mom. I'm so sorry again about the...*

The utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*You'll get my number from your mom*" There is an informative that tells the person you are talking to about how they will get the speaker's phone number.

Data 25

Ana : *Should I check in to the hotel before...?*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*Should I check into the hotel before...?*" It is an interrogative that asks for advice or opinions. The use of the word "*should*" conveys doubt and respect.

Data 26

Ana : *Excuse me. Would you happen to have my laptop bag by any chance?*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*Excuse me. Would you happen to have my laptop bag by any chance?*" there is an expression used to ask for attention or permission from another person in a polite way and an interrogative.

The use of the words "*happen to*" and "*by any chance*" conveys doubt and respect.

Data 27

Ana : *I'm not late for the staff meeting, am I?*

The utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I'm not late for the staff meeting*" there is a statement that states that the speaker is not late for the staff meeting. She also uses phrase "*am I?*" tag question sentence used to seek confirmation from the person you are talking to.

Data 28

Ana : *Where's Mr. Arnold going?*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*Where's Mr. Arnold going?*" using polite and structured vocabulary, neat structure, and polite and curious sentence intonation is spoken in a semi-formal situation.

Data 29

Ana : *Excuse me. Sorry. Hello. Hi, this is Ana Santos.*

The utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*Excuse me. Sorry. Hello. Hi, this is Ana Santos.*" there is standard vocabulary, relaxed grammar, and some use of contractions and

informal expressions. is less formal, and uses contractions like “sorry” and “hi” that are common in the consultative style.

Data 30

Ana : *I'm not. I'm at the hotel. The one you booked, right next to a bar.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*No. I'm at the hotel*" is a brief but polite way of conveying information and conveyed a level of respect for another person.

Data 31

Ana : *No, right. Of course. Um, happy to help. What do you need? do you wanna...*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*What do you need?*" directly asking for information, characteristic of a consultative style with a polite tone and willingness to help, indicates a situation where exchanging information or offering help is the goal.

Data 32

Ana : *Yeah, we did. Do you actually know where Will is? I need him to grab my laptop.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance “*Do*

you actually know where Will is? I need him to grab my laptop"
situation involves exchanging information looking for Will's whereabouts in a tone that is neither too familiar nor stiff.

Data 33

Ana : *I will grab it and then I will meet you in the library. Oh, I should go with you.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"I'll get it and then I'll meet you at the library"* This structure conveys a clear plan, conveying intent that is a little more informative.

Data 34

Ana : *No. These are not dark at all. Each one of these paintings depicts love. I think it's clear your husband was a romantic*

From the utterance above by the researcher that the type of language style that occurs is casual style. In the utterance *"Each one of these paintings depicts love."* there is directly contradicts opinion and offers her own interpretation. *"I think it's clear..."* indicates an attempt to explain his perspective and provide reasons.

Data 35

Ana : *So, I'm sorry. Your last name is Brovil? Cause I just assumed it was DeLaroche. This is the Brovil collection.*

The utterance above has been identified by the researcher that the type of language style that occurs is consultative style. In the utterance *"So, I'm sorry"* and *"Your last name is Brovil?"* this two-way exchange of information and potential correction. *"Cause I just assumed it was DeLaroche"* provides reasoning for mistake.

Data 36

Ana : *No! Please, It's just that, Mr. Penker, Arnold, Arnie, as I like to call him, he's very protective of this collection at the moment.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"He's very protective of the collection at the moment"* provides the rationale for his stance, another hallmark of a consultative style with the goal of achieving mutual understanding.

Data 37

Ana : *This all sounds great and, despite this incredible evening, I'm not really here on holiday.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"This all sounds great"* The focus remains on navigating the situation and building mutual understanding to subtly introduce the true purpose even if the situation seems pleasant.

Data 38

Ana : *Tell your mom I say thank you, and I will consider being your date tonight.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance “*I will consider being your date tonight.*” even though the situation is not too formal, there are still elements of politeness and consideration negotiation are characteristic of the consultative style.

Data 39

Ana : *You mean for Midsummer Night’s Dream, right? Cause I got you two tickets for this evening.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance “*You mean Midsummer Night's Dream, right?*” there is a confirmation and “*Cause I got you two tickets for this evening.*” There is sharing of information to convey clearly and informatively.

Data 40

Ana : *Finished. I emailed you the spreadsheet with the final numbers.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance “*I emailed you the spreadsheet with the final numbers*” there is sharing effectively with the overall tone is polite and informative.

Data 42

Ana : *Oh, God. What did I say? What about it?*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*What did I say? What about it?*" There is due to the context, level of formality, as well as the topic which shows that this conversation is semi-formal, informative and interactive.

Data 43

Ana : *I understand, but everything's gonna be OK, right?*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I understand, but everything's gonna be OK, right?*" there is polite communication, but still with a personal touch and empathy.

Data 44

Ana : *My beautiful hotel. Excuse me? Very forward. What happened to your manners, Downton Abbey?*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*My beautiful hotel*" and "*Excuse me?*" there is complete sentences. "*Very forward*" and "*What happened to your manners, Downton Abbey?*" showing displeasure and a hint of informality.

Data 45

Ana : *Oh, no. I'm just waiting for him to leave. I like him a lot, but he thinks I'm staying here, and I'm not.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I'm just waiting for him to leave*", "*I like him a lot*" and conjunctions "*but*" there are several complete sentence.

Data 46

Ana : *That'd be great. Thank you. I don't know. Not sure I'll have time.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I don't know*" and "*Not sure.*" shows hesitation to convey information and politely confirms or rejects things when expressing doubts.

Data 47

Ana : *Hi, I was just wondering if I could get a reservation for two sometime this week. Oh, Wednesday would be perfect*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*Wednesday would be perfect*" and "*I was just wondering*" there is expressing a preference the sounds polite and a little hesitant for situations where it is necessary to be clear but respectful.

Data 48

Ana : *Why would you wanna move to New York when your life here in London is so incredible?*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*in London is so incredible*" there is expressing curiosity while remaining respectful and information politely.

Data 49

Ana : *I'll let you take that.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I'll let you take that*" shows Ana's willingness to hand over something to the person she is talking to respect for the person.

Data 50

Ana : *You said that you saw her son William at the gallery the other night. Did he say anything about a cancellation?*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance There is informative and confirmational with direct question still seems polite in seeking information.

Data 51

Ana : *I wish I could be happier for you, but while you get an offer for a job that you've literally never needed.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"I wish I could be happier for you, but..."* and *"now mine is at risk."* There is explaining points of view and seeking understanding with trying to explain her perspective.

Data 52

Ana : *Claire, I can explain. I know that I probably look crazy right now, but I promise I never intended for any of this to happen. It was an accident. I can fix this, trust me.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"I can explain"*, *"I can fix this, trust me."* and *"I promise I never intended for any of this to happen"* tries to explain the situation with apologize.

Data 53

Ana : *Mrs. Claire... Mrs. Claire, I'm so unbelievably sorry.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"Mrs. Claire"* and *"I'm so unbelievably sorry."* There are regrets that require a level of politeness and respect.

Data 54

Ana : *No, they didn't fire me. I lied, Catherine because I am so insecure of my own.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*No, they didn't fire me*" to provide information. "*I lied*" and "*I am so insecure*" show confessions of mistakes in a calm and honest tone.

Data 55

Ana : *No. Ana's my name, Ana Santos.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*No*" is used to answer a question or request and "*Ana's my name*" is a direct and informative response to the question to exchange information.

Data 56

Ana : *Using me? What about Boris? I thought this was all because of what I said.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*I thought this was all because of what I said.*" Uses the phrase to express his opinion clear and concise language.

Data 57

Ana : *So none of this is my fault? So... what are you saying?*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance "*So none of this is my fault?*" use of contractions and "*So... what are you*

saying”, suggests a continuation and reinforces the idea that he is actively seeking information or clarification.

Data 58

Ana : *No. I don't want revenge. I want Claire. She's done more for this company than anybody else in this room and grossed twice as much as you.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance, there is clearly stating her opinion and providing supporting arguments with the aiming to influence a decision.

Data 59

Ana : *I told them you were the single best person for the auction, and that you will ruin anybody who crosses you or the company. I think we could be undervaluing some pieces. What do you think? Shall we get to work?*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance “*I told them...*” and “*I think...*” there is shares information with proposes actions, and “*Shall we get to work?*” seeks input.

Data 60

Ana : *Oh, thank you. You know, I think I get it now.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance “*Oh,*

thank you. You know, I think I get it now.” conveys understanding, appreciation and the overall tone is appreciative and positive.

Data 61

Ana : *I will buy you new suedes if you admit that you missed me.*

It is identified from the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"I will buy you new suedes"* making an offer and *"if you admit that you missed me"* seeking an admission.

Data 62

Ana : *Let's start by dropping off your bags at my place.*

From the utterance above by the researcher that the type of language style that occurs is consultative style. In the utterance *"Let's start by dropping off your bags at my place"* there is suggests a plan and potentially seeks agreement, which aligns with consultative style.

4.2.4 Casual Style

Based on the data analysis that researchers found, there are 53 pieces of data that fell into the casual style used by Ana Santos as the main character in Upgraded Movie. The researcher displays all of data casual style are displayed below as samples as follows:

Data 1

Ana : *I'm talking to both of you about the painting.*

From the utterance above by the researcher that the type of language style that occurs is casual style. In the utterance "*I'm talking to both of you about the painting*" there is not too stiff, very suitable for a relaxed situation when conveying a message. Ana uses "*both of you*" to add a touch of warmth and inclusivity.

Data 2

Ana : *Hmm. I don't think you guys understand how lucky I am just to be in Erwins's training program.*

It is identified from the utterance above by the researcher that the type of language style that occurs is casual style. In the utterance "*you guys*" indicates that she is speaking to a group of people in an informal situation and avoids formal phrases.

Data 3

Ana : *It's just that, you know, New York is expensive, and my credit is shit. I'll be out of here soon.*

From the utterance Ana above by the researcher that the type of language style that occurs is casual style. In the utterance uses informal phrases like "*expensive*" and "*shit*", there is use of informal language and blunt statements reflects her frustration in her current situation to make the conversation more comfortable and enjoyable.

Data 4

Ana : *Jesus Christ! For the record, a degree in art history is actually very useful.*

It is identified from the utterance above by the researcher that the type of language style that occurs is casual style. Ana uses the powerful exclamation "*Jesus Christ!*" to express frustration or disbelief. Ana uses informal language like "*actually*" and avoids overly formal phrases.

Data 5

Ana : *First of all, that is not a couch, it's a futon. it's a room. it's a swan. Jesus!*

From the utterance above by the researcher that the type of language style that occurs is casual style. In the utterance, there is uses informal language which emphasizes the absurdity of the situation. Ana also uses the exclamation "Jesus!" to express disbelief. Overall tone is informal, expressive, and somewhat cheerful, that suggestive of casual style.

Data 6

Ana : *Come on, Suzette. Covered? It's barely a spot. You can't even notice it.*

It is identified from the utterance above by the researcher that the type of language style that occurs is casual style. In the utterance to encourage Suzette and the informal expressions to create a sense of camaraderie is informal, playful, and appropriate for the context of reassuring and encouraging a close friend or family member.

Data 7

Ana : *Right. Yeah. Thanks, Ronnie.*

The utterance shows that the type of language style that occurs is casual style. In the utterance "*Thanks, Ronnie.*" acknowledging Ronnie's contribution with expresses her gratitude. The overall tone is casual and friendly, using contractions like "*Right. Yeah*" and avoiding overly formal language.

Data 8

Ana : *Cart? A cart! Yes. So sorry. I'll meet you guys inside.*

The utterance shows that the type of language style that occurs is casual style. In the utterance "*I'll meet you guys inside*", there is repetition "*Cart? A cart!*" and informal phrases "*guys*" uses a respectful tone while apologizing for a mistake, clarifying information, and expressing her intention companions quickly.

Data 9

Ana : *I've only ever had to use it once for study abroad. I'm not travelling with you guys?*

From the utterance above by the researcher that the type of language style that occurs is casual style. In the utterance "*I'm not travelling with you guys?*" There is using informal phrase "*guys?*" share personal experiences, ask questions, or seek clarification, while maintaining a conversational and engaging tone.

Data 10

Ana : *Actually, I do. Well, it's probably cause I'm, like, the youngest director in company history.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance, using the phrase "Well" at the beginning of a sentence indicates doubt or uncertainty, which is characteristic of casual style. She also using the phrase "like" as a connector "I'm, like, the youngest director" there is reduces the formality of the sentence.

Data 11

Ana : *I worked very hard for it, Will. Can I call you Will? am I wrong though?*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "Can I call you Will? am I wrong though?" there is asking for permission to call her by a nickname shows efforts to build closeness with the person, is an element of casual style.

Data 12

Ana : *Nice to meet you. You are gorgeous. You look like you stepped out of a Jean Béraud painting.*

From the utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "You look like you stepped out of a Jean Béraud

painting" there is quite informal because it is figurative and uses similes to make the atmosphere a little more relaxed and leave a good impression.

Data 13

Ana : *Yeah, I'll just grab my laptop*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "*Yeah*" there is an informal word that shows agreement and confirmation. "*I'll just grab my laptop*" is a sentence that expresses action. The use of the word "*just*" shows informality.

Data 14

Ana : *Hi. How do you know my name? No. I'm just an assistant.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance, using phrase "*Hi*" This is an informal greeting that shows friendliness and familiarity. "*No. I'm just an assistant*" This is a statement sentence that explains that the speaker is just an assistant. The word "*No*" indicates rejection of the previous question, and "*just*" indicates informality.

Data 15

Ana : *He spray-painted a smiley face on it.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "*He spray-painted a smiley face on it*" there is of informal

verbs and pronoun with the overall tone of the sentence, aligns with the everyday conversational style typically used in casual settings.

Data 16

Ana : *I don't have a deal. I just wanna graduate from the training program and open a gallery someday.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance, "*I just wanna graduate from the training program and open a gallery someday.*" There is use colloquial language "wanna" instead of "want to", and the aim is to convey personal desires.

Data 17

Ana : *All I'm saying is, I don't wanna steal your jobs.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "*All I'm saying is, I don't wanna steal your jobs.*" There is uses quite casual vocabulary. Such as "wanna" instead of "want to", and "*steal your jobs*" is more in line with the characteristics of a casual style.

Data 18

Ana : *Oh, um, Claire wanted me to remind you about the tickets. So, this is my office?*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "*So, this is my*

office?" There is simpler and shorter which gives a slightly more relaxed impression. And uses "Oh" and "um" there are interjections that slightly reduce the formal impression and are more relaxed.

Data 19

Ana : *No, Amy, I lied to him and his mom about so many things.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "No, Amy, I lied to him and his mom about so many things." with the use of the word "lied" that his speech also contains personal expressions seems relaxed and free in informal situations.

Data 20

Ana : *Catherine. Oh, my God, you look amazing.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "Oh, my God" which is an expression of admiration. And also uses phrase "you look amazing" it is contained praise for Catherine's appearance in an informal situation using language that seems relaxed and free.

Data 21

Ana : *No, it's fine. I'll just grab my laptop and head out. I feel really underdressed.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the

utterance *"I feel really underdressed"* shows Ana's personal expression casually express feelings of lack about appearance.

Data 22

Ana : *Thank you. Oh, my God, is it your birthday? Well, happy birthday week. I wish I brought you something.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance *"Oh, my God"* shows surprise and is spontaneous. *"Well, happy birthday week"* uses *"well"* as a common conjunction in everyday conversation. *"I wish I brought you something"* expresses regret in a relaxed tone.

Data 23

Ana : *Thank you. Wow. This home is incredible.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance use of the word *"Wow"* shows Ana's spontaneous and *"This home is incredible"* uses simple and easy to understand language in everyday conversation spoken in informal situations.

Data 24

Ana : *Yeah. Well, didn't wanna disappoint your mom. Why would I wanna see you?*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the

utterance use of "Yeah" and "Well" as connecting words shows the style of everyday conversation delivered in a tone relaxed.

Data 25

Ana : *Press-ups was a nice touch. Oh, not at all. Free booze, free food, fancy people. You've got a full house.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance use casual words and phrases such as "Press-ups was a nice touch," "Oh, not at all," "Free booze," "fancy people," and "full house." Overall, the tone of the conversation seemed relaxed and informal situation.

Data 26

Ana : *You're not the Julian Marx, are you? Oh, my God. I love your work. Oh, wait. Aren't you supposed to be dead?*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance using direct phrases and questions such as "You're not the Julian Marx, are you?" It shows the style of everyday conversation, "Oh, my God" shows surprise and is spontaneous and the question "Oh wait, aren't you supposed to be dead?" could be considered a casual joke.

Data 27

Ana : *I like it when you're embarrassed. It's really fun for me.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the

utterance use simple and direct sentences, no overly formal vocabulary and the tone seems relaxed and friendly to convey his feelings in a light and teasing way.

Data 28

Ana : *Oh, I'm kind of busy right now, dealing with something for Catherine... I mean, Claire.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "*Catherine... I mean, Claire*" there is a mistake in pronouncing the name, perhaps indicating a relaxed situation and not a too serious conversation. She also uses "*Oh*" which shows a spontaneous reaction, and "*kind of*" which shows uncertainty.

Data 29

Ana : *I don't know. I think I'll be too busy with work. I really didn't wanna make this a thing on your birthday.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "*don't*" an abbreviation of "*do not*" and "*wanna*" an abbreviation of "*want to*" there are words or phrases commonly used in a casual style used informally to refer to a situation.

Data 30

Ana : *And they're just hanging in this room that you never come into? Wow. That's a Cézanne.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "*Wow. That's a Cézanne.*" Use the word "Wow" there is expresses surprise in a more informal way and "*That's*" an abbreviation of "*That is*" there are words or phrases commonly used in a casual style used informally to refer to a situation.

Data 31

Ana : *Wow. You seem a little old to be playing with these guys.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. "*Wow*", An exclamation which is common in casual speech and "*You seem a little old*" conversational phrasing there is no overly formal vocabulary or complex sentence structures.

Data 32

Ana : *OK. This nerdy type has to go back to work, so if you could kindly give me those tickets, I'll be on my way.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "*OK*" and "*nerdy type*" It is characterized by relaxed vocabulary, contractions, slang, and informal sentence structures. In this case, Ana's tone is a little more relaxed, perhaps due to her frustration with the "*nerd types.*"

Data 33

Ana : *Oh, shut up. I finished everything. You smell like grass*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance there are uses harsh words "*shut up*", straightforward language "*I finished everything*", and observations "*You smell like grass*". This all indicates a relaxed and less formal conversation.

Data 34

Ana : *You don't have to do that. I can probably go. Don't come to the hotel. If I go, I will meet you there. before I forget.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "*don't*", "*Before I forget*", and "*I can probably go*" there are use contractions, straightforward language, and incomplete sentences indicate casual conversation in an informal setting.

Data 35

Ana : *Hi. Ana. Oh, thank you.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "*Hi*" is a common casual greeting, "*Ana*" acknowledges the name, and "*Oh, thank you*" expresses appreciation in a casual manner. The overall tone is informal, direct, and friendly.

Data 36

Ana : *I think I have to go. I'm feeling so tired, but thank you so much, Catherine. Good to see you. Bye.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance *"I just got hit with a wave of jet lag"* there is uses the informal phrase and *"hit with"* and more personal language is *"feeling so tired"*.

Data 37

Ana : *Nothing, I just feel... I feel tired. I don't know. I go to these events in New York all the time, and I just thought maybe we could do something different tonight. Take the night off.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance *"I don't know"*, *"Nothing."* and *"these events"* there are use of the informal phrase with the incomplete sentence.

Data 38

Ana : *Well, I would tonight. turns out you knew the solution.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance *"well"* and *"turns out"* there are use of the informal phrases and *"I would tonight"* there is incomplete sentences.

Data 39

Ana : *I didn't wanna be seen with you. So, should we get a cab?*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance *"didn't want"* is an

informal contraction of "did not want to" and "So, should we get a cab?" use question sentences that seem casual because they seem relaxed and not stiff to invite the other person to talk.

Data 40

Ana : *Hmm. Sorry. I gotta go up. I have a lot of work to do tonight.*

From the utterance above shows that the type of language style that occurs is casual style. The word "gotta" is an informal contraction of "got to." and "I have a lot of work to do tonight" are quite short and informative with the casualness of the conversation which seems relaxed and not stiff.

Data 41

Ana : *Here's hoping. Cheers.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. The sentence structure "Here's hoping. Cheers" there are does not follow standard grammatical rules, informal and relaxed vocabulary with the intonation is most likely a relaxed and expressive one.

Data 42

Ana : *Morning. Yeah, Um... I'm really into... working for you.*

*I'm very happy. very grateful to be here. Um... I'm just...
I'm confused. What are we doing?*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "I'm very happy.

Very, very grateful to be here. Um... I'm just... I'm confused." There are expresses happiness and confusion clearly more common in casual conversation.

Data 43

Ana : *Wow. Thank you, Claire. That's... That's... That's incredible.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "Wow" indicates something extraordinary spontaneously and "That's" is repeated three times shows Ana's great admiration.

Data 44

Ana : *Nothing to do with you? You're her son. I work for Erwins. This was such a bad idea to begin with. I'm such an idiot!*

From the utterance above shows that the type of language style that occurs is casual style. "Nothing to do with you?" this question seems challenging and a little harsh and "I'm such an idiot!" a spontaneous and rude statement, leaning towards a casual style.

Data 45

Ana : *Just because you don't give a shit, this shit matters to me. This was the biggest auction of my career.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "This was the biggest auction of my career" reflects for

simpler everyday sentences and vocabulary with the stronger elements like " *this shit matters to me.* " push it beyond casual.

Data 46

Ana : *I've literally just been thrown out on the street and I'm being replaced by a Great Dane.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "*thrown out on the street*" and "*replaced by a Great Dane*" with the use of "*literally*" there are hyperbolic expressions that show a casual style.

Data 47

Ana : *Claire stays, yeah.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "*Claire stays, yeah.*" a relaxed impression to the sentence.

Data 48

Ana : *Yeah. It's just that, uh my plane leaves in, like, three hours and I really can't leave without talking to you.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "*uh*" there are use of fillers and "*like, three hours*" informal expressions that creates a relaxed tone.

Data 49

Ana : *There's free food and drink over there. It's my gallery.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance “*There’s*”, “*free food and drinks,*” and “*my gallery*”, There are contractions, informal language, and an overall friendly tone create a relaxed atmosphere.

Data 50

Ana : *Feels pretty good, Amy. Honestly, I didn’t think she’d make it. Too busy ruling the world.*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance “*I didn’t think she’d make it.*” share opinions and perhaps a little relief. “*Honestly*” fillers with informal vocabulary “*Feels pretty good*” and “*Too busy ruling the world*” creates a casual, relaxed atmosphere.

Data 51

Ana : *No, it’s fine. Pretty dumb of me to get my hopes up. Maybe another time. I gotta stay and lock up.*

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance “*gotta stay*” there are contractions and informal vocabulary creates a casual tone “*get my hopes up*” and “*Pretty dumb*” expresses personal feelings and hint of self-deprecation delivered casually.

Data 52

Ana : *Oh, thank you. I really appreciate you guys coming.*

Thank you.

The utterance above has been identified by the researcher that the type of language style that occurs is casual style. In the utterance "Oh" indicates an informal and spontaneous expression of gratitude. "you guys" suggests a sense of familiarity and informality. The repetition of "thank you" emphasizes the depth of her gratitude.

Data 53

Ana : *Will. What are you doing here? Did you accept the job in New York?*

From the utterance above shows that the type of language style that occurs is casual style. In the utterance "Will" there is uses of a nickname, "Did you" contractions, "What are you doing here?" and informal word order creates a relaxed and informal atmosphere.

4.2.5 Intimate Style

Based on data analysis by Ana Santos as the main character in Upgraded Movie, 8 utterances categories are contained in the intimate style used in the movie. The researcher displays all of data are categorized into intimate styles described below as follows:

Data 1

Ana : *Oh, babe? Did you hear what he said?*

From the utterance above shows that the type of language style that occurs is intimate style. In the utterance Ana uses the affectionate term “*babe*”, there is language that is informal, affectionate, and appropriate for the context of close personal relationships.

Data 2

Ana : *Yeah. I love you, Viv.*

The utterance above has been identified by the researcher that the type of language style that occurs is intimate style. In the utterance “*Yeah. I love you, Viv*”, the overall tone of the sentence is intimate and touches the heart directly to Viv. The language is clear, heartfelt, and appropriate for the context of expressing deep personal feelings in a close and intimate relationship.

Data 3

Ana : *That’s your mom? She’s beautiful.*

The utterance above has been identified by the researcher that the type of language style that occurs is intimate style. In the utterance, using the phrase “mom” there is shows the closeness between Ana and the person she is talking to. She also uses the phrase “*She’s beautiful.*” that praise about her interlocutor's is personal and shows admiration.

Data 4

Ana : *Bye, honey. Thank you so much for the ride*

The utterance above has been identified by the researcher that the type of language style that occurs is intimate style. In the utterance *"Bye, honey"* there is an informal and friendly farewell expression that shows the closeness and familiarity. *"Thank you so much for the ride"* The use of the word *"so much"* shows sincere and polite expression of thanks with deep gratitude.

Data 5

Ana : *Thank you so much for everything, Catherine. And, please, if you could refrain from mentioning any of this. Goodnight, Catherine. Happy birthday.*

From the utterance above shows that the type of language style that occurs is intimate style. *"Catherine"* is used repeatedly, creating a more personal tone and *"Happy birthday"* there is personal connection by offering birthday wishes in a potentially close relationship.

Data 6

Ana : *Goodnight. Lovely meeting you, Julian.*

The utterance above has been identified by the researcher that the type of language style that occurs is intimate style. In the utterance *"Goodnight. Lovely meeting you, Julian"*, there is shows grammatical correct and typically use short private language but has special meaning for both of them have very close relationship and know each other.

Data 7

Ana : *Love you. Thank you.*

From the utterance above shows that the type of language style that occurs is intimate style. In the utterance "*Love you. Thank you*" is a direct expression of love and affection with the overall tone being warm, personal, and emotionally charged.

Data 8

Ana : *Yes, I can, darling.*

The utterance above has been identified by the researcher that the type of language style that occurs is intimate style. In the utterance "*darling*" there is a level of intimacy with the overall tone being warm, personal, and affectionate.

4.1.2. Factors the Main Character have a Language Style in Upgraded Movie

The researcher used Holmes theory (1992), factor of language style are Setting, Participant, Topic, and Function. After identifying the types of language styles, the researcher found factor make the main character have in her language style in Upgraded Movie shows in the table below:

Table 4.2 Factors of Language Style

NO	Factors of Language Style	Frequency
1	Setting	21
2	Participant	43
3	Topic	31
4	Function	33
TOTAL		129

After identifying the types of language styles, the researcher describe all of data based on the table findings above to answer the second statement of the problem as follows:

4.2.6 Setting

After the researcher analyzed the factors that make Ana Santos as the main character have a language style in the Upgraded Movie, below is a more detailed explanation as follows:

Data 1

Ana : *I hear you. It's just that, you know, since I'm sleeping here, I thought I'd bring a little culture into your home.*

The utterance above is classified as a consultative style and the factor that occur is the setting. In the utterance, Ana uses a language style to be informal and everyday conversation in a less formal situation, perhaps at home or in a comfortable place.

Data 2

Ana : *My name is Ana Santos. I just finished up my rotation in catalog, and I've been moved up to auctions, you're my new boss.*

The utterance above is classified as a formal style and the factor that occur is the setting. In the utterance, Ana seems to be introducing herself to a new boss or co-worker, so she chooses to use a more formal and polite language style.

Data 3

Ana : *Come on, Suzette. Covered? It's barely a spot. You can't even notice it.*

The utterance above is classified as a casual style and the factor that occur is the setting. In the utterance, Ana uses a language style to be informal and persuasive shows that Ana is in a relaxed or less formal situation, and is trying to convince or persuade Suzette about something.

Data 4

Ana : *Sorry about that. May I ask who's speaking, please?*

The utterance above is classified as a formal style and the factor that occurs is the setting. In the utterance, Ana seems to be in an official or formal situation use a more polite language style.

Data 5

Ana : *I've never been in first class. This is incredible. Thank you, I don't even know what to say. Just got upgraded.*

The utterance above is classified as a consultative style and the factor that occurs is the setting. In the utterance expressive, enthusiastic and not too formal language style was influenced by the setting was experiencing, namely getting a flight class upgrade.

Data 6

Ana : *Hello? Sorry, this is Ana, her third assistant. Mrs. Claire's on a flight right now, but how can I help?*

The utterance above is classified as a formal style and the factor that occur is the setting. In the utterance is formal, polite and tries to help, is influenced by the setting of the situation where communication occurs, namely in the context of work or the office.

Data 7

Ana : *I work for an auction house and our London branch has called in the director of the New York office*

The utterance above is classified as a consultative style and the factor that occurs is the setting. In the utterance, Ana uses a language style to be formal and professional shows that Ana is speaking in a work or business environment, not in an informal or personal context.

Data 8

Ana : *You'll get my number from your mom. I'm so sorry again about the...*

The utterance above is classified as a consultative style and the factor that occurs is the setting. In the utterance, Ana is apologizing or explaining something in a more personal and intimate situation, with a more informal and emotional language style.

Data 9

Ana : *I'm not late for the staff meeting, am I?*

The utterance above is classified as a consultative style and the factor that occurs is the setting. In the utterance Ana uses a

language style that tends to be formal and shows concern about being late at a formal meeting. The use of the rhetorical question sentence also shows a more formal tone to ascertain the situation.

Data 10

Ana : *Oh, um, Mrs. Claire wanted me to remind you about the tickets. So, this is my office?*

The utterance above is classified as a casual style and the factor that occur is the setting. In the utterance "*So, this is my office?*" the language style becomes more relaxed and has a question. This indicates a change in the setting or place where the conversation occurs.

Data 11

Ana : *No, it's fine. I'll just grab my laptop and head out. I feel really underdressed.*

The utterance above is classified as a casual style and the factor that occur is the setting. In the utterance Ana is somewhere more informal, like the office or home. The informal and relaxed language style is influenced by the setting or place where the conversation occurs.

Data 12

Ana : *Press-ups was a nice touch. Oh, not at all. Free booze, free food, fancy people. You've got a full house.*

The utterance above is classified as a casual style and the factor that occur is the setting. In the utterance Ana was at an informal event, which influenced the way she spoke to be more informal and sarcastic.

Data 13

Ana : *I'm not. I'm at the hotel. The one you booked, next to a bar.*

The utterance above is classified as a consultative style and the factor that occur is the setting. In the utterance Ana uses a more formal and informative language style. She clearly stated the location where currently at the hotel, which was close to a bar.

Data 14

Ana : *Oh, I'm kind of busy right now, dealing with something for Catherine... I mean, Claire.*

The utterance above is classified as a casual style and the factor that occur is the setting. In the utterance Ana uses a rather nervous and hasty language style. She says the wrong name and then immediately corrects it in quite a busy or rushed situation.

Data 15

Ana : *I will grab it and then I will meet you in the library. Oh, I should go with you.*

The utterance above is classified as a consultative style and the factor that occur is the setting. In the utterance, Ana uses of

complete sentences and standard structures indicates in a situation that requires the use of more formal and maintained language.

Data 16

Ana : *Tell your mom I say thank you, and I will consider being your date tonight.*

The utterance above is classified as a consultative style and the factor that occur is the setting. In the utterance Ana uses a quite formal and polite language style. The setting of the situation is quite formal, such as at an event or social situation that requires etiquette and politeness.

Data 17

Ana : *Finished. I emailed you the spreadsheet with the final numbers.*

The utterance above is classified as a consultative style and the factor that occur is the setting. In the utterance, Ana uses short and functional language styles. The setting of the situation at that time may be related to the work or formal task being carried out.

Data 18

Ana : *Nothing, I just feel tired. I go to these events in New York all the time, and I just thought maybe we could do something different tonight. Take the night off.*

The utterance above is classified as a consultative style and the factor that occur is the setting. In the utterance, Ana uses a more

informal and relaxed style of language. The setting of the situation after an event in New York that Ana often attends.

Data 19

Ana : *Hmm. Sorry. I gotta go up. I have a lot of work to do tonight.*

The utterance above is classified as a casual style and the factor that occurs is the setting. In the utterance, "gotta" and "I have a lot of work to do tonight" there is informal language likely in an informal or casual situation, such as an everyday conversation.

Data 20

Ana : *There's free food and drink over there. It's my gallery.*

The utterance above is classified as a casual style and the factor that occurs is the setting. In the utterance Ana is at an art gallery or event where free food and drinks are available. This context suggests that Ana may be attending or hosting an event or art exhibition.

Data 21

Ana : *Will. What are you doing here? Did you accept the job in New York?*

The utterance above is classified as a casual style and the factor that occurs is the setting. In the utterance "What are you doing here?" and "Did you accept the job in New York?" indicating that they were not where usually found and met in an unusual place.

4.1.2.2 Participant

After the researcher analyzed the factors that make Ana Santos as the main character have a language style in the Upgraded Movie, below is a more detailed explanation as follows:

Data 1

Ana : *I'm talking to both of you about the painting.*

The utterance above is classified as a casual style and the factor that occur is the participant. In the utterance, Ana uses a language style to be more formal and explicit more than one person, so she chooses to use a clearer and more open language style.

Data 2

Ana : *Hmm. I don't think you guys understand how lucky I am just to be in Erwins's training program.*

The utterance above is classified as a casual style and the factor that occur is the participant. In the utterance "you guys" uses a language style to be informal and relaxed is talking to people close.

Data 3

Ana : *I'm not moving back to Florida. I went to school, twice. I have a master's degree in art history.*

The utterance above is classified as a consultative style and the factor that occur is the participant. In the utterance, Ana seems to be speaking to someone who needs more detailed information, so she chooses to use an informative language style.

Data 4

Ana : *Jesus Christ! For the record, a degree in art history is actually very useful.*

The utterance above is classified as a casual style and the factor that occur is the participant. In the utterance, Ana uses a language style that tends to be more emotional and informal indicating that Ana may be talking to someone close to her, such as friends or family.

Data 5

Ana : *There's been a mistake. No time. Let me talk to Mrs. Claire.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana seems to be talking to a superior or someone with authority, so she chooses to use a language style that is shorter, firmer and less formal.

Data 6

Ana : *Amy, if this program doesn't work out, I'm gonna have to go back to Tampa. Can I crash at your place later?*

The utterance above is classified as a consultative style and the factor that occur is the participant. In the utterance, Ana uses a language style that tends to be informal and relaxed shows that Ana is talking to someone close to her, namely her friend Amy.

Data 7

Ana : *Right. Yeah. Thanks, Ronnie*

The utterance above is classified as a casual style and the factor that occur is the participant. In the utterance, Ana uses a language to be shorter and less formal with someone close to her.

Data 8

Ana : *Yeah. I love you, Viv.*

The utterance above is classified as an intimate style and the factor that occurs is the participant. In the utterance, Ana uses a language style that tends to be more personal and emotional with someone close to her, perhaps a friend, family member, or partner.

Data 9

Ana : *In case you needed help with bags or holding things.*

The utterance above is classified as a consultative style and the factor that occur is the participant. In the utterance, Ana seems to be speaking to someone who may need help with their things, so she chooses a more formal and polite language style.

Data 10

Ana : *The spa's lovely. Yeah, you should try it.*

The utterance above is classified as a consultative style and the factor that occur is the participant. In the utterance, Ana uses the language style is informal, concise, and focuses on discussing spas, influenced by the participants who are being spoken to.

Data 11

Ana : *I would, thank you.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana uses a language style that tends to be formal and polite with the short sentence try to maintain a relationship

Data 12

Ana : *I worked very hard for it, Will. Can I call you Will? am I wrong though?*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance, Ana seems to be talking to someone quite close to her, so she chooses a more informal language style and tries to create intimacy.

Data 13

Ana : *Nice to meet you. You are gorgeous. You look like you stepped out of a Jean Béraud painting.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance, Ana seems to be getting to know or meeting someone new with a more informal and relaxed language style to create a comfortable atmosphere.

Data 14

Ana : *I'm on my own, but I'm going to the Carlson.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana seems

to be talking to someone close to her, so she chooses a more informal and relaxed language style.

Data 15

Ana : *Bye, honey. Thank you so much for the ride.*

The utterance above is classified as an intimate style and the factor that occurs is the participant. In the utterance "*honey*" and the expression "*Thank you so much*" show a more personal and intimate tone use a language style that tends to be informal and emotional.

Data 16

Ana : *Excuse me. Would you happen to have my laptop bag by any chance?*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance Ana uses a language style that tends to be formal and polite. The use of an indirect interrogative sentence and the addition of the phrase shows a softer tone and tries not to burden the person you are talking to.

Data 17

Ana : *Where's Mr. Arnold going?*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana uses a language style that tends to be formal and polite. She uses the form of address "*Mr. Arnold*" which shows the distance or formality in the relationship between Ana and the person she is talking to.

Data 18

Ana : *No, Amy, I lied to him and his mom about so many things.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance Ana uses a language style that tends to be friendly and open. She calls his interlocutors names directly "*No, Amy*" and reveals personal things.

Data 19

Ana : *Catherine. Oh, my God, you look amazing.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance Ana is talking to a close friend or someone who has a close relationship with her, which influences she speaks to be more relaxed and friendly.

Data 20

Ana : *Thank you. Oh, my God, is it your birthday? Well, happy birthday week. I wish I brought you something.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance Ana uses a language style that tends to be familiar and friendly. She uses expressions that show his closeness to the person he is talking to.

Data 21

Ana : *You're not the Julian Marx, are you? Oh, my God. I love your work. Oh, wait. Aren't you supposed to be dead?*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance Ana is talking to someone she knows very well or in an informal context, which influences the way she speaks to be more informal and expressive.

Data 22

Ana : *Excuse me. Sorry. Hello. Hi, this is Ana Santos.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana is talking to someone she just met, which influences the way she speaks to be more formal and polite. She uses opening phrases and introduces himself formally.

Data 23

Ana : *I don't know. I think I'll be too busy with work. I really didn't wanna make this a thing on your birthday.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance, Ana uses a language style that is quite informal and personal. She has a fairly close and intimate relationship more relaxed and informal language.

Data 24

Ana : *It's just that, Mr. Penker, Arnold, Arnie, as I like to call him, he's very protective of this collection at the moment.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana uses a

flexible language style and adapts to her participants. She used more formal language then switched to the more familiar nickname.

Data 25

Ana : *You seem a little old to be playing with these guys. Wow. Seems like a lot of responsibility.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance Ana uses a language style that is quite informal and tends to be judgmental. The participant is someone younger or of lower status than Ana.

Data 26

Ana : *Goodnight. Lovely meeting you, Julian.*

The utterance above is classified as an intimate style and the factor that occurs is the participant. In the utterance Ana uses a quite formal and polite language style. The participant is someone they may have just met or have quite a social distance.

Data 27

Ana : *You don't have to do that. I can probably go. Don't come to the hotel. If I go, I will meet you there. before I forget.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana uses quite informal language styles but there are also some more formal sentences. The participant was quite close relationship to Ana use a more informal language style.

Data 28

Ana : *Hi. Ana. Oh, thank you.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance "*Hi. Ana. Oh, thank you.*" uses a shorter and more direct language style. The participant was someone Ana already knew, perhaps a friend or close relative.

Data 29

Ana : *I think I have to go. I just got hit with a wave of jet lag. I'm feeling so tired, but thank you so much, Catherine. Good to see you. Bye.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance "*thank you so much, Catherine*" and uses a more polite and friendly style of language. The participant was familiar co-worker named Catherine.

Data 30

Ana : *My beautiful hotel. Excuse me? Very forward. What happened to your manners, Downton Abbey?*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana uses a more formal, ironic and critical language style. This suggests that she is talking to someone who may have a higher social authority.

Data 31

Ana : *Hi, I was just wondering if I could get a reservation for two sometime this week. Oh, Wednesday would be perfect.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance "*just wondering*". There is more formal and polite, with the use of subtle interrogative sentences to someone to ask for a reservation.

Data 32

Ana : *"Wow. Thank you, Claire. That's... That's... That's incredible."*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance, it shows that Ana is talking to Claire directly the word "*you*" becomes more informal and familiar, with short sentences and using expressions.

Data 33

Ana : *I'll let you take that.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, the word "*you*" shows that Ana is speaking to someone directly becomes more informal and relaxed, with short and direct sentences.

Data 34

Ana : *This was the biggest auction of my career. And I put it at risk because I thought you and your mom understood that.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance, Ana is talking to someone who doesn't seem to care "*you don't give a shit*" about something, namely a big auction in her career.

Data 35

Ana : *Mrs. Claire... Mrs. Claire, I'm so unbelievably sorry.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana is talking to someone she calls "*Mrs. Claire*" the title "*Mrs.*" indicates that the participant Ana is an older woman or has a higher status.

Data 36

Ana : *No. Ana's my name, Ana Santos.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, Ana is introducing or confirming her identity. The use of the full name "*Ana Santos*" is interacting with someone who may not know well.

Data 37

Ana : *That won't be necessary, Mr. Arnold. Now before we start, there is one person I can safely say I'd like off the team. Gerard.*

The utterance above is classified as a formal style and the factor that occurs is the participant. In the utterance "*Mr. Arnold*"

shows the difference in position between Ana and the person she is talking to Mr. Arnold seemed have a higher position than him.

Data 38

Ana : *Yes, I can, Darling*

The utterance above is classified as an intimate style and the factor that occurs is the participant. In the utterance, the word "*darling*" shows familiarity and intimacy in the relationship. Ana is talking to someone close and familiar to her partner or close friend.

Data 39

Ana : *Mrs. Claire stays, yeah.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance, the word "*yeah*" at the end of a sentence shows that Ana is probably talking to a friend or someone close to her becomes more informal.

Data 40

Ana : *Oh, thank you. You know, I think I get it now.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance, it can be seen that Ana is interacting with someone else uses short, informal, and personal "*Oh, thank you*" and "*You know, I think I get it now.*"

Data 41

Ana : *Feels pretty good, Amy. Honestly, I didn't think she'd make it. Too busy ruling the world.*

The utterance above is classified as a casual style and the factor that occurs is the participant. In the utterance "Amy" Ana feels comfortable and familiar with Amy to use a more relaxed and open
Data 42

Ana : *Let's start by dropping off your bags at my place.*

The utterance above is classified as a consultative style and the factor that occurs is the participant. In the utterance, the words "your" and "my" shows a personal relationship between Ana and the person she is talking to someone close to her friend or relative.

4.1.2.3 Topic

After the researcher analyzed the factors that make Ana Santos as the main character have a language style in the Upgraded Movie, below is a more detailed explanation as follows:

Data 1

Ana : *It's just that, you know, New York is expensive, and my credit is shit. I'll be out of here soon.*

The utterance above is classified as a consultative style and the factor that occur is the topic. In the utterance, Ana uses a language style to be informal and everyday conversation is talking about more personal topics financial problems and plans to move.

Data 2

Ana : *Today's the day, Amy. It's auction day. It's time to get noticed. It's time to... What? What are you looking at?*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana seems to be excited and enthusiastic about talking about the upcoming auction, so she chooses to use a more informal and expressive language style.

Data 3

Ana : *Today was gonna be my first day in there. Becoming indispensable, forging a future, making a name for myself.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana uses a language style that tends to be more formal and ambitious talking about her career plans is starting a new job and building a reputation.

Data 4

Ana : *Amy. Look. Amarillo is acrylic. It says "oil on wood." It should say "acrylic on wood."*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana uses a language style that tends to be firm and informative shows that Ana is talking about or discussing a specific subject related to art media.

Data 5

Ana : *I just got invited to go to London with Claire Dupont.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana was

discussing a trip invitation to London, so she chose a more formal and informative language style to convey this information.

Data 6

Ana : *I've only ever had to use it once for study abroad. I'm not travelling with you guys?*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance, Ana uses informal and relaxed language style is influenced by the topic being discussed, namely personal experiences and travel plans.

Data 7

Ana : *I'm going to England for the first time in my life. If I have to wait, that's what I'll do.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana seems to be discussing her travel plans, which is a quite serious and formal topic, so she chooses a more formal and objective language style.

Data 8

Ana : *Oh, my God! And they're suede. Can I pay for your dry-cleaning?*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana seems to be reacting emotionally to something related to clothing issues, so she chooses a more informal and expressive language style.

Data 9

Ana : *That's your mom? She's beautiful.*

The utterance above is classified as an intimate style and the factor that occurs is the topic. In the utterance her style of language is informal, spontaneous, and slightly, influenced by the topic of conversation about the mother of the person she is talking to.

Data 10

Ana : *Sure. Course. But we can probably exchange numbers...*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance Ana seems to be talking about something practical and functional, like exchanging phone numbers chose a shorter and more efficient language style.

Data 11

Ana : *Should I check in to the hotel before...?*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance Ana is most likely influenced by the topic about hotel check-in procedures. Topics related to practical information and instructions make Ana tend to use more formal language and try to obtain clear information.

Data 12

Ana : *He spray-painted a smiley face on it.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance, Ana is most likely

influenced by the topic being discussed, namely the action of someone painting a smiling face with spray paint. This specific and limited topic makes Ana use more descriptive and focused language.

Data 13

Ana : *All I'm saying is, I don't wanna steal your jobs.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance Ana uses informal and relaxed language style is influenced by topics related to work.

Data 14

Ana : ***Thank you. Wow. This home is incredible.***

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance, it can be seen Ana uses informal style of language is influenced by the topic of talking about extraordinary houses.

Data 15

Ana : *I like it when you're embarrassed. It's really fun for me.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance Ana's personal and slightly mocking style of language is influenced by the topic being discussed when the person felt embarrassed and fun for her.

Data 16

Ana : *Yeah, we did. Do you actually know where Will is? I need him to grab my laptop.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance shows the topic of conversation at that time was looking for someone's whereabouts and conveying certain needs. This is a fairly specific and practical topic, influencing Ana to use more direct and efficient language.

Data 17

Ana : *This all sounds great and, despite this incredible evening, I'm not really here on holiday.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, there is an element of informality, influenced by the topic of conversation which may be related to something serious or not of a holiday nature.

Data 18

Ana : *Oh, shut up. I finished everything. You smell like grass.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance "*Oh, shut up*" and "*You smell like grass.*" uses a language style that is quite informal and even seems a bit rude. The topic is more personal or emotional.

Data 19

Ana : *Oh, God. What did I say? What about it?*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance "*What did I say?*"

What about it?" there are direct questions uses a more informal and emotional. The topic involved something worrying about Ana.

Data 20

Ana : *Well, I would tonight. turns out you knew the solution.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance "the solution" uses a more formal and serious language style. This shows that the topic of conversation perhaps related to solving a problem.

Data 21

Ana : *Oh, no. I'm just waiting for him to leave. I like him a lot, but he thinks I'm staying here, and I'm not.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana is talking about personal situations and her feelings for someone. The language style becomes more emotional and expressive with short and direct sentences.

Data 22

Ana : *Why would you wanna move to New York when your life here in London is so incredible?*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana is talking about considering moving from London to New York. The language style becomes more formal with complex interrogative sentences.

Data 23

Ana : *You said that you saw her son William at the gallery the other night. Did he say anything about a cancellation?*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana is talking about a cancellation then she emphasized that everyone's main task was to find out who was behind the cancellation.

Data 24

Ana : *That's really great, I wish I could be happier for you, but while you get an offer for a job that you've literally never needed.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana is discussing two people who received job offers. One person gets a job offer they don't need, while another person is at risk of losing her job.

Data 25

Ana : *I've literally just been thrown out on the street and I'm being replaced by a Great Dane.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance, Ana was talking about a situation that was very bad and surprising for her. the topic is about the dramatic incident she has just experienced.

Data 26

Ana : *Using me? What about Boris? I thought this was all because of what I said.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, the use of interrogative sentences and a probing tone reflects that the topic is about the problem involving herself and another person Boris.

Data 27

Ana : *So none of this is my fault? So... what are you saying?*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, the use of interrogative sentences and a tone that demands explanation reflects that the topic of discussion is about responsibility and the implications of a situation.

Data 28

Ana : *No. I don't want revenge. I want, Mrs. Claire. She's done more for this company than anybody else in this room and grossed twice as much as you.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance, Ana is talking about Mrs. Claire, an employee who has many contributions to their company with tone sounded serious when defending Mrs. Claire.

Data 29

Ana : *Yeah. It's just that, uh my plane leaves in, like, three hours and I really can't leave without talking to you.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance, she uses more informal sentences, with the insertion "uh" and the expression "like" to talking about leaving on the plane that was leaving soon.

Data 30

Ana : *No, it's fine. Pretty dumb of me to get my hopes up. Maybe another time. I gotta stay and lock up.*

The utterance above is classified as a casual style and the factor that occurs is the topic. In the utterance "to get my hopes up" and then having to stay at work to lock up the place before going home. Ana is talking about something related to her unfulfilled hopes or desires

Data 31

Ana : *I will buy you new suedes if you admit that you missed me.*

The utterance above is classified as a consultative style and the factor that occurs is the topic. In the utterance it can be seen that Ana is talking about buying something and confessing feelings. The topics of this conversation tend to be personal and emotional.

4.1.2.4 Function

After the researcher analyzed the factors that make Ana Santos as the main character have a language style in the Upgraded Movie, below is a more detailed explanation as follows:

Data 1

Ana : *Hmm. It's great. The red's nice.*

The utterance above is classified as a consultative style and the factor that occur is the topic. In the utterance, Ana uses a language style that tends to be short and descriptive shows that Ana is giving an assessment or comment on something, perhaps an object or work of art.

Data 2

Ana : *This is exactly what I'm saying. What a unique experience you're having with the painting. Thank you for sharing.*

The utterance above is classified as a consultative style and the factor that occur is the function. In the utterance, Ana seems to be trying to express appreciation and appreciation for something use a more formal and polite language style.

Data 3

Ana : *"Oh, babe"? Did you hear what he said?*

The utterance above is classified as an intimate style and the factor that occur is the function. In the utterance, Ana uses expressive and emotional style of language is influenced by the

function is to express reactions or feelings towards something someone says.

Data 4

Ana : *First of all, that is not a couch, it's a futon. it's a room. it's a swan. Jesus!*

The utterance above is classified as a casual style and the factor that occur is the function. In the utterance, Ana uses emotional, expressive and informal language style is influenced by the function is to express reactions or feelings towards something.

Data 5

Ana : *Have a great day. Let us know if you need anything.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance Ana uses a language style that tends to be formal and polite shows trying to convey a hope in a formal context in a professional or work situation.

Data 6

Ana : *It's a Carmen Herrera. I think I need to go in there. Mrs. Claire should know about this.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, Ana uses a language style to be informative and directive is conveying important information and giving instructions regarding an action that needs to be taken.

Data 7

Ana : *Hi. I know who you are. How can I help?*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, Ana uses friendly and friendly language style is influenced by the function or purpose of his communication to help or serve the person.

Data 8

Ana : *Cart? A cart! Yes. So sorry. I'll meet you guys inside*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance, Ana seems to be in a hurry to respond or convey certain information, so she chooses a shorter and more effective language style.

Data 9

Ana : *Hi. Thank you. Yes, please, to all of that*

The utterance above is classified as a formal style and the factor that occur is the function. In the utterance, Ana uses the language style is short, polite and formal, influenced by the function being carried out, namely to express agreement with a request.

Data 10

Ana : *Address? Uh, sorry, one second. Let me just check*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, Ana seems to

be trying to remember or look for information, so she chooses a language style that is shorter and less formal.

Data 11

Ana : *Actually, I do. Well, it's probably cause I'm, like, the youngest director in company history.*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance her language style is informal, relaxed, and a little boastful, influenced by the function of his narrative to boast about his achievements.

Data 12

Ana : *That'd be incredibly helpful.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance polite and formal language style is influenced by the function of his communication to try to get help from the person he is talking to.

Data 13

Ana : *Let me just... I'll take this with me.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance fragmented and hasty language style is influenced by the practical and operational function or purpose of his communication.

Data 14

Ana : *Yeah, I'll just grab my laptop*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance function is to state the action to be carried out simply and directly. There is no need to use language too formal with a more relaxed language style.

Data 15

Ana : *Hi. How do you know my name? No. I'm just an assistant*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance of greetings, questions, and clarifications shows that Ana's communication goal is to build rapport and ensure understanding

Data 16

Ana : *I don't have a deal. I just wanna graduate from the training program and open a gallery someday.*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance Ana is conveying her personal hopes and plans to graduate from the training program and one day open an art gallery. The function is more personal and informal influencing more relaxed and less formal language style.

Data 17

Ana : *Yeah. Well, didn't wanna disappoint your mom. Why would I wanna see you?*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance, Ana is trying to

convey her dislike towards the person to uses a language style that tends to be cynical, harsh and sarcastic seems impolite.

Data 18

Ana : *No, right. Of course. happy to help. What do you need? do you wanna...*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance friendly and helpful language style is influenced by the function or purpose of his communication, which is to offer help and serve the needs of the person he is talking to.

Data 19

Ana : *No. These are not dark at all. Each one of these paintings depicts love. I think it's clear your husband was a romantic*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, her persuasive and evaluative language style is influenced by the function or purpose of his statements to convince, persuade and evaluate.

Data 20

Ana : *OK. This nerdy type has to go back to work, so if you could kindly give me those tickets, I'll be on my way.*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance, Ana uses a language style that is informal and seems joking with uses more

polite sentences. The function is to convey information and create a friendlier atmosphere.

Data 21

Ana : *Thank you so much for everything, Catherine. And, please, if you could refrain from mentioning any of this. Goodnight, Catherine. Happy birthday.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance it can be seen Ana uses a fairly formal and polite style of language. However, there are also sentences that sound more personal and emotional.

Data 22

Ana : *You mean for Midsummer Night's Dream, right? Cause I got you two tickets for this evening.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance Ana uses a language style that is quite informal with the question and the fairly informal statement to provide information or invite someone.

Data 23

Ana : *I understand, but everything's gonna be OK, right?*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, Ana uses a more informal and calming style of language. It shows that the function was to calm or provide support and convey information.

Data 24

Ana : *I didn't wanna be seen with you. So, should we get a cab?*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance "*I don't want to be seen with you*" and "*should we get a cab?*", the function of Ana's conversation is to organize a joint action or decision.

Data 25

Ana : *That'd be great. Thank you. I don't know. Not sure I'll have time.*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance, Ana is using short and informal sentences to convey response, thanks, and uncertainty. Her language style became more relaxed and direct.

Data 26

Ana : *Here's hoping. Cheers*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance, it can be seen that Ana is using short and informal sentences to convey hope and thanks. Her language style has become more relaxed and friendly.

Data 27

Ana : *Morning. Yeah, Um... I'm really into... working for you.*

I'm very happy. very grateful to be here. Um... I'm just...

I'm confused. What are we doing?

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance, Ana is expressing her feelings and asking about situation. The language style becomes more informal with the use of interrogative and the short sentences.

Data 28

Ana : *Nothing to do with you? You're her son. I work for Erwins. This was such a bad idea to begin with. I'm such an idiot!*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance “*Nothing to do with you?*” uses rhetorical questions to explain something to the person she is talking to.

Data 29

Ana : *Claire, I can explain. I know that I probably look crazy right now, but I promise I never intended for any of this to happen. Let me deal with Catherine. I can fix this, trust me.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, Ana's goal is to provide clarification, take action, and ask for Claire's trust.

Data 30

Ana : *No, they didn't fire me because I was hanging out with a client I wasn't supposed to know.*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, the word "No"

and detailed explanatory sentences shows that Ana's goal is to refute or explain an accusation or assumption that is not necessarily true

Data 31

Ana : *Love you. Thank you.*

The utterance above is classified as an intimate style and the factor that occurs is the function. In the utterance, Ana is expressing feelings of affection and gratitude. Short and direct sentence reflects that the purpose is to express emotions and personal sentiment.

Data 32

Ana : *I told them you were the single best person for the auction, What do you think? Shall we get to work?*

The utterance above is classified as a consultative style and the factor that occurs is the function. In the utterance, Ana's choice of a more formal style by functional factors to provide an assessment, ask for opinions, and invite the other person to work immediately.

Data 33

Ana : *Oh, thank you. I really appreciate you guys coming. Thank you.*

The utterance above is classified as a casual style and the factor that occurs is the function. In the utterance "*I really appreciate you guys coming*" and the repetition of "*Thank you*" show that Ana's is to express gratitude to several people who had come.

4.2 Discussion

4.2.1 Discussion for The Types of Language Styles

The researcher found only four types of language styles used theory from Joos' (1976). In the utterances of Ana Santos as the main character in Upgraded Movie, the researcher found 129 data using different types of language styles, there are 6 formal styles, 62 consultative styles, 53 casual styles, and 8 intimate styles. The researcher did not find the frozen style used by Ana Santos in the Upgraded Movie because the story in the film tells the life of teenagers in the romantic and comedy genres so that there are no very formal or sacred situations. The researcher concluded that casual language style is the language style most often used by Ana Santos as the main character in the Upgraded Movie with 62 consultative styles. Most of the utterances occur with Ana Santos as the main character in Upgraded Movie are with co-workers who use consultative in everyday life.

4.2.2 Discussion for the Factors of Language Style

After the researcher analyzed, the second statement of the problem is the factors that make Ana Santos as the main character have a language style in Upgraded Movie. Based on Holmes' theory (1992), several influencing factors of language style are participants, topic, setting, and function. The researcher found four factors that make Ana Santos as the main character have a language style in

Upgraded Movie, there are 21 Setting, 43 Participant, 31 Topic, and 33 Function with the total 129 utterances by Ana Santos. One of the factors that most influences Ana Santos as the main character use of language style in class is the participants because the main character speaks to someone who is at the same level as her. Participants are the most influential factor in the use of language style because this factor is the easiest to analyze language style. Participant can adapt our language style to the person we are talking to build compatibility and mutual understanding.

