**CHAPTER I**

**INTRODUCTION**

* 1. **The Background of the Study**

Language is a communication tool that must be owned by people who do social relationships with other people. The language can be everything we want to express that conveyed properly. Language itself is a means of unifying the nation. This tool (the language) can be used to facilitate people in communication with each another which has a different culture. In life, the humans must keep the communication because the communication is the foundation or the first step in the human social order to stay alive. As an example as human beings that have their own language that can be understood by other humans who are around the humans.

Smarapradhipa (2005) said that language has two different meaning;

First, declared that the language as the tool of communication among members of society in the form as sounds symbol that produced by human vocal organ. Second, the language is a communication system that uses symbols vocal (speech sounds) are arbitrary.

Language is a means of communication, and simultaneously as social symbol of humanity. By using language someone could make statements, convey facts and knowledge explain or report something, and keep social relations among the language users. These indicate that by means of language, people can express their ideas, feeling, and information through communication. As one of language in the world, English is considered and applied as international language; it also plays an important role in human life.

Since then, English language is very popular and has been spoken and learnt by almost people in the world. There are some reasons why English is important and many people attempt to learn it. Some of them are: for finding job, traveling, interacting by each other, doing business, taking examination, doing research, writing in the foreign language. In such developing country like Indonesia, English has a vital role in all aspects of life, particularly in science and technology.

English is highly necessary to be learned and mastered by everyone, in order to be able to compete in the globalization era, a key to open and master science and technology, because most of scientists write their experts and inventions in English. As students, it should have to prepare ourselves by learning hard, particularly English as well as the other subjects at university, and by mastering English enables people to become survive and go anywhere throughout the world, because knowing is not enough, it must be applied.

Some resources such as books and internet media also using English that make us can gain knowledge from some differences sources. Moreover, the English language is also used in the film industry. Which if mastered English, watching movies will be no longer needs movie subtitle. Even the songs that are hit in these days also many using English language, especially the songs that derived from various countries. Furthermore, all the gadgets and the latest communication tools that use today, also use English as the language to follow the instruction and provide guidance for the users. If the users already mastered English as well, it will be faster to master the technological gadgets.

In addition, English is also the international language in the business world. Therefore, to enter into a business or economic activities it is very required to master the English language, especially for business activities related to companies in other countries. The reasons why learn and mastery English also important in these days because mastery English language can be enhance someone’s value that it can be appreciated in the world of international business.

It is also relate to tourism industry. The tourism industry also has a great influence to every country that has places for tourist attraction and can be visited by tourists from around the world. Generally, the tourist who will travel must know well about the tourist information sites to be visited before they travel tour. It is for safety and smoothness it’s self during travelling in the other country.

In the tourism industry, mastering English language is very important. Moreover, a variety of professions in the tourism world needs people who can master English. The professions such as a tour guide must master English and can speak using the English language well. Thus, can explaining the information that required by the tourists when coming to visit in a tourist spot. The hospitality industry also use a lot of English terms. As well as departments in a hotel are also used the English terms. Not only that, the tour and travel services business is also very closely related to using the English language. So many English terms are used mainly in the tourism industry, whether it's professional tour guide, as well as the field of tour and travel services business.

Many English terms of tourism that used in tour and travel services industry. For example while booking a ticket. While booking a ticket either air tickets, train, or boat ticket, it has so many English terms that listed there. The Employees who working in this business must be understand and mastered the English terms of existing tourism in this job. This is will help much the employees to processes some works in the tour and travel industry. So many English terms of tourism that will be found in this job.

The high-knowledge still has a low probability to go further in life without effective communication skills required in the job. Likewise, the profession as a tour guide, an employee at tour and travel office should be can speak English, it can adjust where the foreign tourist. So it will be easy to give an explanation of the attractions visited. That is the core of someone can speak English as well.

Basically, the English language consists of four main components: Reading, Writing, Speaking, and Listening. The fourth component is a thing that must be mastered so that the employees of tour and travel office can communicate well, and these four components will mutually support each another. The other serious problems in learning English are vocabulary, grammar, and pronunciation. Nevertheless, it does not prevent to master the English language, if can find the right way to learn English. Such as join at the English course, learn it from English books, and also practice it directly to people who can speaks English fluently.

For the reason above the writer want to conduct a research entitled **The Mastery of English Tourism Terminology of Lintas Buana Winutama Tour and Travel Employees.**

**1.2 The Research Problem**

This research aims to find out the answer to some problems, the writer has a question, it is :

1. How is the mastery of English tourism terminology of Lintas Buana Winutama Tour and Travel employees?

**1.3 The Objective of the Study**

In order to make this research appreciate with the target, the research needs clear and direst intention. Based on the question formulated above the objectives of the study is:

1. To know how is the mastery of English tourism terminology of Lintas Buana Winutama Tour and Travel employees`

**1.4 The Limitation of the Study**

In this case the writer gives the limitation moreover about The Mastery of English Tourism Terminology of Lintas Buana Winutama Tour and Travel Employees. How the employee are make them self to able and well known English tourism terminology.

This research is limited on how to mastery English tourism terminology to complete the requirements as employee of Lintas Buana Winutama Tour and Travel.

**1.5 The Significance of the Study**

Generally, the significances of the study are to expand the knowledge of the readers. From statements above , the writer think the significance are important to the writer’s work. Then there are some significance of the study, as follows;

1. Theoretically
2. For the student

* This paper can give knowledge about Lintas Buana Winutama Tour and Travel for English Department Pasundan University students.

1. For the public

* This paper can be a reference for those who want to mastery of English tourism terminology, they can use Lintas Buana Winutama Tour and Travel, after they read this paper.

1. Practically

* This paper can be used to add a library collection and information for English Department Pasundan University student.