

Chapter I

INTRODUCTION

1.1 Background of the Study

Indonesia is the fourth largest population in the world and Indonesia also has natural resources such as flora, fauna, and culture, which becomes the capital of the development of tourism sector. Indonesia has the characteristic to its islands. The sea can add value and interest to people who come to the place of destination. This can be used to attract domestic visitors or foreign visitors.

Based on the data from the ministry of tourism it shows the increasing number of foreign tourist visitation to Indonesia which is reached 7.1 million tourists by the September 2015. This figure increased by 3.53 percent over the same period of the previous year which reach to 6.9 million of tourist. Based on the record index of the Indonesia Tourism Competitiveness from World Economic Forum in 2015, the rank of Indonesia at number 50 of the 141 countries of the world.

Nowadays tourism as an industry that is growing. The hotel is one of the factors that support the development of tourism. This is evidenced by a lot of hotel in big cities. Up in large cities with its growing should be on guard and keep it very well so that it becomes the factor for the progress of nations Indonesia has a huge potential. The progress of world tourism hotels contributed as well, the existence the hotel very in need in the world tourism with the ease of accommodation available for visitors both domestic as well as foreign tourists.

However, the tourist who visit other countries certainly requires language as a means to communicate with other people. As Brown (1994) mention: "language is a system of arbitrary

vocal symbols, which allows everyone in a particular culture, or others who have studied the culture system, communication or interaction". Therefore, we do not just say the words but convey the message through word of mouth. Talking is productive skills in oral mode. In this case, the situation of interactive talk included face to face conversation and by the telephone calls, where we are alternately listening and speaking.

English is one of the international language most commonly used, in the worldwide and becomes a very popular language throughout the world. The hotel is one of the places that provide accommodation services can not be separated from the English language. Along with the advance in technology, it makes tourist easier to achieve tourist attraction and the hotel certainly be an alternative option to stay, both local and international tourists.

Telephone operator Hotel is one of the alternatives of tourist when they need information about both hotel and the availability of the room or only to know about the price. There are not the only staff of receptionist that should be fluent in English speaking, but also telephone operator should be mastering English speaking skill to give good information and answer all tourist or foreign guests ask.

Bandung is one of an interesting city in Indonesia. A lot of tourist attraction that can be explored in Bandung. Many people come to Bandung from domestic and foreign to do recreation or holiday. The tourist usually settled for a few days in the city, absolutely they need a place to rest. Many of the Hotel in Bandung bid different good facilities and with a different price. Start from Melati hotel to five-star hotel that provides standard facilities to luxury facilities to fulfill guest necessary based on their necessary.

G.H. Universal Hotel is a five-star hotel in Bandung. It is located in the northern city of Bandung, close to the center of tourism. It brings European style, luxury, and comfort surrounded by the feel of the natural beauty of Bandung. Italian Renaissance style architecture design looks unique and different than other hotels in Bandung. GH Universal Hotel also an accommodation option for guests from foreign tourists, hence the English speaking skill is very needed by the receptionist dealing with the guest directly.

Afterward, the writer chooses the telephone operator for research object because it is the most important aspect who make a conversation and handling all the guests including foreign guest to answer all that the guests ask and need. In this case, the writer is going to observing about the English speaking skill of telephone operator. Therefore the writer wants to know more and take the title of **"An Analysis of English Speaking Skills on Telephone Operator at G.H. Universal Hotel"**

1.2 Research Problem

Based on the background, then there is a problem to be discussed, which is:
How is the English speaking skill of telephone operator at G.H. Universal Hotel when talking with the guests?

1.3 Limitation of Problem

This research is only analyzing the English speaking skills of telephone operator at G. H. Universal Hotel.

1.4 Objective of the study

To know how is the English speaking skill on telephone operator at G.H. Universal Hotel.

1.5 Significances of the Study

The researcher hopes that this research gives benefit for the readers and the other researcher.

The benefits are as follows:

- Theoretical

The results of this study are expected to provide a useful contribution to a more comprehensive study as a source of information and knowledge about English speaking skill to make a better communication with the foreigner.

- Practical

The result of this study can be an input for G.H. Universal Hotel to maintain the quality of the information facilities or information of Hotel to the satisfaction of becoming the priority.

For Writer, these studies can provide knowledge about facilities and services at G.H. Universal Hotel Bandung.