

Chapter I

Introduction

1.1 Background of the Study

Tourism is very strong in relation to holidays and even business. Everyone needs a holiday and it has become a lifestyle at the moment. According to Damanik and Waber (2006: 01) Tourism is a phenomenon of the movement of people, goods and services, which is very complex. It is closely associated with the organization, institutional relations and individuals, service requirements, supplying the needs of the service and so on.

In order to support the comfort during the holidays, the hotel became one of the main tourist destinations to stay during a holiday trip.

According to Sulastiyono (2011: 5)

Hotel adalah suatu perusahaan yang dikelola oleh pemiliknya dengan menyediakan pelayanan makanan, minuman, dan fasilitas kamar untuk tidur kepada orang-orang yang melakukan perjalanan. Mereka mampu membayar dengan jumlah yang wajar sesuai dengan pelayanan yang diterima tanpa adanya perjanjian khusus.

The hotel is a company which run by owner, providing food and beverage service, and rooms for sleeping, facilities for people who travel. They were able to pay with a reasonable amount of service received in without a special agreement.

At this time The hotel is developing a lot in every place, like in a big cities and small cities. Hotels in big cities are usually bigger and more luxurious than small cities. For example, such as Chain hotel, Local hotel and Independent hotel. Each hotel has a different level of hotels, the level of the hotel is seen from how the star the hotel is applied. For example, such as five star hotel. Grand Mercure Hotel is a five star hotel and Chain hotel which is located in north bandung and close to the tourism center of Bandung.

Grand Mercure Hotel is surrounded by stunning attractions that combine natural beauty and cultural heritage. It has a luxurious ambiance and contemporary rooms featuring local artistry. We can treat ourselves to authentic specialties on the sumptuous menu of the restaurant, enjoy the sparkling pool with warm water and embrace health at Grand Mercure's spa. Ideal for romantic gateways, family holidays and perfectly suited to business needs.

The Food and Beverage Department is one of the departments of the hotel responsible for food and beverage needs. Food and beverage are essential to human life. Some people assume food and beverage become a symbol of the pleasure of their life. Many of the guests came to the hotel just to eat and drink. For example like breakfast, lunch and dinner at the hotel. Therefore every hotel always make meal packages on certain days, such as New Year's Eve, Valentine's Day and others.

To provide a good waiter towards guests. The hotel is like a second home for guests. Food and Beverage is also have an important role to providing the best service for guests. People who work in the Department of Food and Beverage must know the types of Food and Beverages at Grand Mercure Hotel Bandung. In order to provide good service to guests, they must also be able to speak good English because the guests at the Grand Mercure hotel is not only local guests but there are also foreign guests.

The people who are very obliged to speak good English are Room Service in the Department of Food and Beverage. Room Service section will provide the food and beverages ordered requested by the guest by phone available at

the hotel. They will note any food and beverages ordered by foreign guests. Then they gave it to the Chef and delivered it to the guest who ordered it.

The challenges for Room Service is they must know the menu well about and good speak English to avoid misunderstanding. As Room Service they have to communicate well with the Chef so there is no misunderstanding between the menu ordered with the menu made. As Room Service must be friendly and careful when delivering food to the guest room so there is no mistake when delivering food.

Providing good service is important to a Room Service. In serving the guests, a Room Service must have several criteria. One of criteria that must be owned by Room Service is able to communicate well with the appropriate language. The proper language is the language that the other person understands. English is one of language that should be mastered by a Room Service. Speaking English well will help the job. It also can make guests comfortable for the services provided.

Language is the most important thing in life. Living things such as humans, animals and plants will not live without language, tegardless of the type of language used. The language for humans is not just to communicate, but language is a differentiator for one group with another. People can convey ideas, thoughts, feelings or information to other people, either orally or in writing with language.

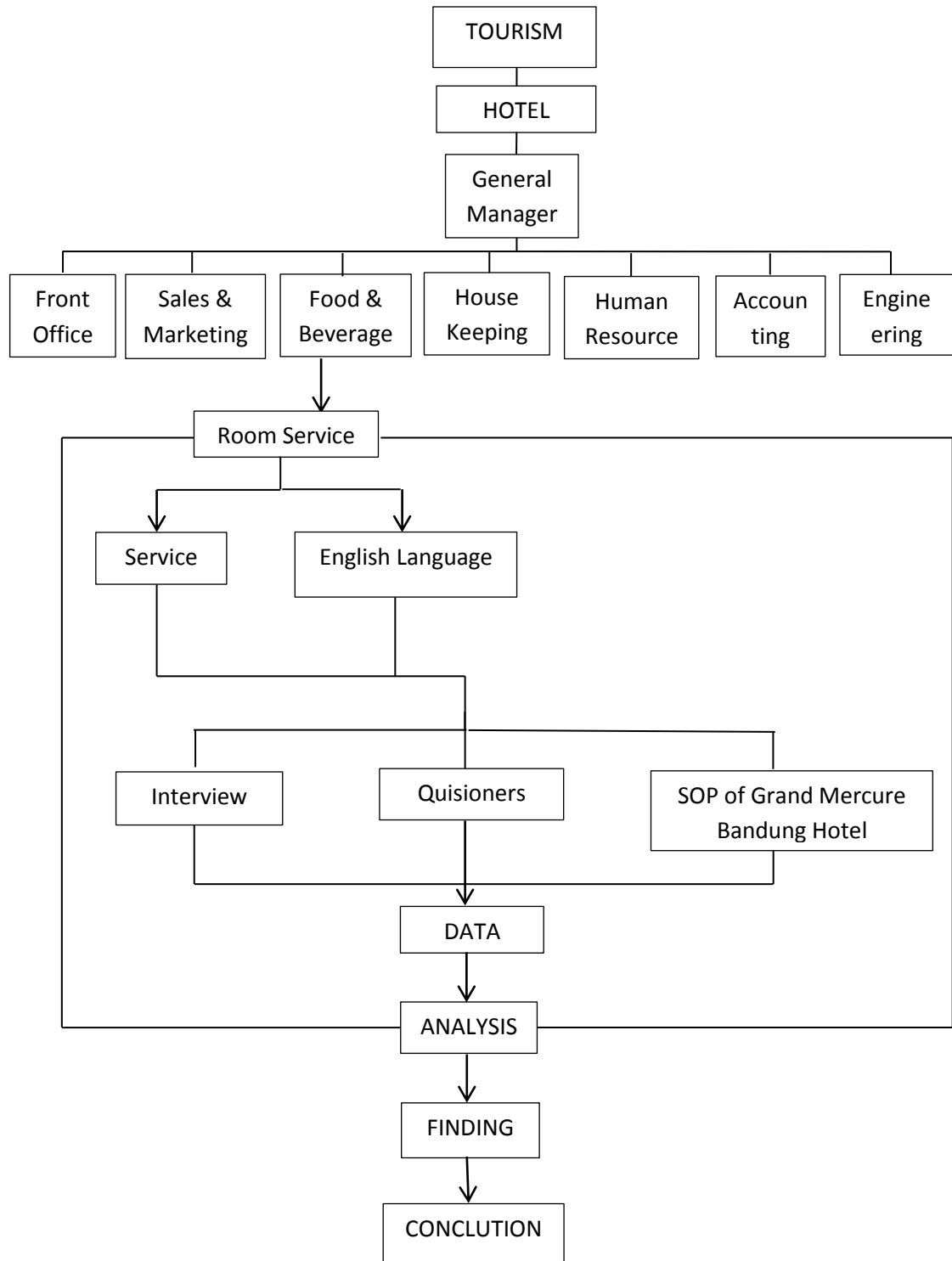
According to Wibowo (2001:3)

Bahasa adalah sistem simbol bunyi yang bermakna dan berartikulasi (dihasilkan oleh alat ucap) yang bersifat arbitrer dan konvensional, yang dipakai sebagai alat berkomunikasi oleh sekelompok manusia untuk melahirkan perasaan dan pikiran.

Language is a system of symbols that are meaningful and articulate sound (generated by said tool) which are arbitrary and conventional, which is used as a means of communicating by a group of human beings to give birth to feelings and thoughts.

At this time English language is a compulsory universal language, for those who use it to perform its activities. English is a very widely used international language. According to Hornby (2005 :506) “English is the language originally of England, now spoken in many other countries and used as a language of international communication trough out the world”

1.2 Frame of Study



1.3 Research Questions

In this study, the research questions are made mainly based on the background of the study above, and also on the writer's own interest. The research questions are as follows:

1. What is English language constraint in serving guests by Room Service at Grand Mercure Hotel Bandung?
2. How the service of Room Service at Grand Mercure Hotel Bandung?

1.4 Objectives of the Study

1. To find out the constraint of Room Service to serve foreign guests at Grand Mercure Hotel Bandung.
2. To find out how the Room Service at Grand Mercure Hotel improvement quality of service.

1.5 Limitation of the Study

Limitations of the writer's problem are only intended to improve service by Room Service in order to order food and beverage by phone available at the hotel, especially foreign guests. Therefore, the writer discusses matters related to the subject given in "English Language Constraints in serving guests by Room Service at Grand Mercure Hotel Bandung".

1.6 Significances of the Study

The significances of this study have several goals including the following:

- For the writer, this research is expected to provide knowledge about the role of Room Service in the hotel improving the quality of service.
- For the readers, this research is expected to provide information about how best Room Service in the Food and Beverage Department serves guests, hotel definition, and service quality, especially in Room Service in the Food and Beverage Department.
- For the writer, this research is one of the requirements for completeness academic English Department Faculty of Art and Letters Pasundan University Bandung.