

Approval Page

**Perception of The Importance of Mastering English as a Support Service to
the Foreign Guests for the Front Office Staffs in Holiday Inn Hotel Bandung**

By

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Declaration

I hereby certify that this paper is completely my own work and that I have quoted some statements and ideas from other sources, and they are properly acknowledged in the text.

Bandung, February 2018

Tania Fitriani

فَإِنَّ مَعَ الْعُسْرِ يُسْرًا

Actually, after difficulty there is ease

(QS: Al Insyirah)

I dedicate this paper to my beloved parents (Anton Purwanto and Neneng Rianti) who always give their love, affection, prayers, and support for me in finishing this paper.

I also dedicate this paper to my beloved sister and brother (Satria Agung and Irma Primadhaniar) who always supported me.

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Abstract

This paper entitled “Perception of the Importance of mastering English as a Support Service to the Foreign Guests for the Front Office Staffs in Holiday Inn Hotel Bandung.” It is written to be submitted to English Department, Pasundan University, in partial to fulfillment one of the requirement of the final academic year. The paper discussed about the Front Office staffs perception of the importance of the use of English to support the service to the foreign guests in Holiday Inn Hotel Bandung. The ability of speaking English is needed by all of hotel staffs especially in Holiday Inn Hotel Bandung, so that the author wants to know the perception of the Front Office staffs about the importance of mastering English to support the service to the foreign guests based on their experiences. In this research the author used descriptive method with qualitative data because the result is described about the Front Office staffs perception of the use of speaking English as a support service to the foreign guests in Holiday Inn Hotel Bandung. The data is taken from the result of interview and questionnaire. The aim of this study is to know the perception of Front Office staffs about the importance of mastering English to increase the quality of service to the foreign guests in Holiday Inn Hotel Bandung, the author has limited the problems with two research problem. There are to analyze the perception of Front Office staff about the importance of English speaking skills in Holiday Inn Hotel Bandung, and to find out about the English speaking ability to support Front Office’s service in Holiday Inn Hotel Bandung. The ability of speaking English is needed by the worker who works at Holiday Inn Hotel Bandung especially for the Front Liners. Therefore they can handle the foreign guests who can not speaking Bahasa Indonesia at all, to create a good and fluent communication between Front Office staffs and the foreign guests.

Preface

In the name of Almighty Allah, the author wants to say thank to the God because of His Blessings, the author has successfully completed the paper which entitled **“Perception of the Importance of mastering English for the Front Office staffs as a Support Service to Foreign Guests in Holiday Inn Hotel Bandung”**. This report is submitted to the English Department of Pasundan University as partial fulfillment of the requirements for taking Sarjana Degree. That it tells about the perception of the Front Office staffs of the importance of mastering English to support the quality of service to the foreign guests in Holiday Inn Hotel Bandung. This research wants to explore that English speaking ability can increase the quality of service to the foreign guests at the hotel.

The author believes that this research is far from being perfect. Therefore, constructive and suggestion are very welcomed and appreciated. Hopefully this report can be useful for all who read this report. For sure the author need developed critics and suggestions, therefore the reports in the future would be better.

Bandung, February 2018

The Author

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