

Chapter I

Introduction

1.1 Background Of The Study

In this era, the English language is commonly known as the international language. People around the world find it as a must to be able to comprehend and speak with English language. English language is the international language of tourism and travel. Therefore, English language is the most spoken language used in this world.

English language is important these days, in order for people that come from different countries and different culture may communicate and be understood with using English language. With communicate using same language, the people will understand more the purpose. Hence, the understanding about language is really important for these day.

Language is one of the most important thing to communicate because with language we as a human can know the purpose of what people said. In this world human communicate with language to make a conversation with their society. According to Mircea (2015 : 405) “language is essentially a means of communication among the member of a society.” Therefore, the language is a tools for communication in daily life.

The use of language between one people with other peoples varies. The difference is motivated by the situations and the role of people as a member of communities, namely in terms of place of birth, residence, education, social groups, work environment. The use language appropriate to his needs. Moreover, the people used language for traveling to get the better information of the destination.

The role of language is becoming significant because needed for every activity. One of the example is touring or traveling. Tourism or traveling is an activity and human interaction with the environment. The interaction is done through life, hope and desire against the environment so that it can give a sense of satisfaction. According to Hornby (2000 : 8) “tourism is a journey in which a short stays are made at a number of places, and traveler finally return to his or her own place.” Hence, the tourism means the activity of people to take a journey or vacation.

In addition of tourism, the needed to understanding the language is becoming primarily for the tourist service like hotel and other else. The important part is to understanding the international language which is English language. By understanding English Language, the services will serve better.

In tourist service, the most of needed to understand English language is hotel workers because the tourist will rest or stay for a while at hotel. If the

hotel is lack of understanding what the tourist purpose. It will make miss understanding for both.

In hotel, there is also an important part that is one of the department's Front Office. the Department is regularly called by the term his heart hotel. This is very important entertaining guest or serve various types of guest who will stay at the hotel. Here is the sense of front office department.

The front office is the nerve center of a hotel. Members of the front office staff welcome the guest, carry their luggage, help them, register, give them their room keys and mail answer questions about the activities in the hotel and surrounding the area, and finally check them out. In fact, the only direct contact of the guest is with hotel employer other than in the restaurant, is the members the front office staff.

The front office staff have an important role in the hotel. They should know about tourist attractions, places of interest, transportation, currencies and restaurants. They should also be friendly, polite, have good attitude, and can help tourists find the places which will interest them. The information they give must be short but clear. The job descriptions of the front office staff include: welcoming guests, being responsible for greeting guests who want to check in and check out and giving the room number. Besides, the mastery of English language, especially the speaking skill is very important and very

useful for the front office staff. They must be able to have clear communication with the foreigner guests, must be able to impress the guests and make them comfortable and eager to stay in that hotel for longer a time.

In hotel the front office is needed because it is the center of a hotel. The front officers welcome the guest, carry their luggage, help them register, give them their room keys and mail. The main job for front officer is to give good services to the guests. Every front officers must have English speaking skills

The writer intends to do the research in one of the hotels in Bandung known as Aryaduta Hotel which is located in Bandung. Hotel Aryaduta is a five-star hotel, located in Sumatera street no.51, Bandung 40115, West Java, Indonesia. The Aryaduta hotel is one of the favorite hotel in Bandung city which have the most international guest came.

The writer intends to analyze the English Speaking skill in Aryaduta hotel for the research because beside the most guest came is from outside the country, Aryaduta hotel is one of the five-star hotel in Bandung city. And also the writer intends to knowing more about how the English speaking skills of front office staff in Aryaduta hotel.

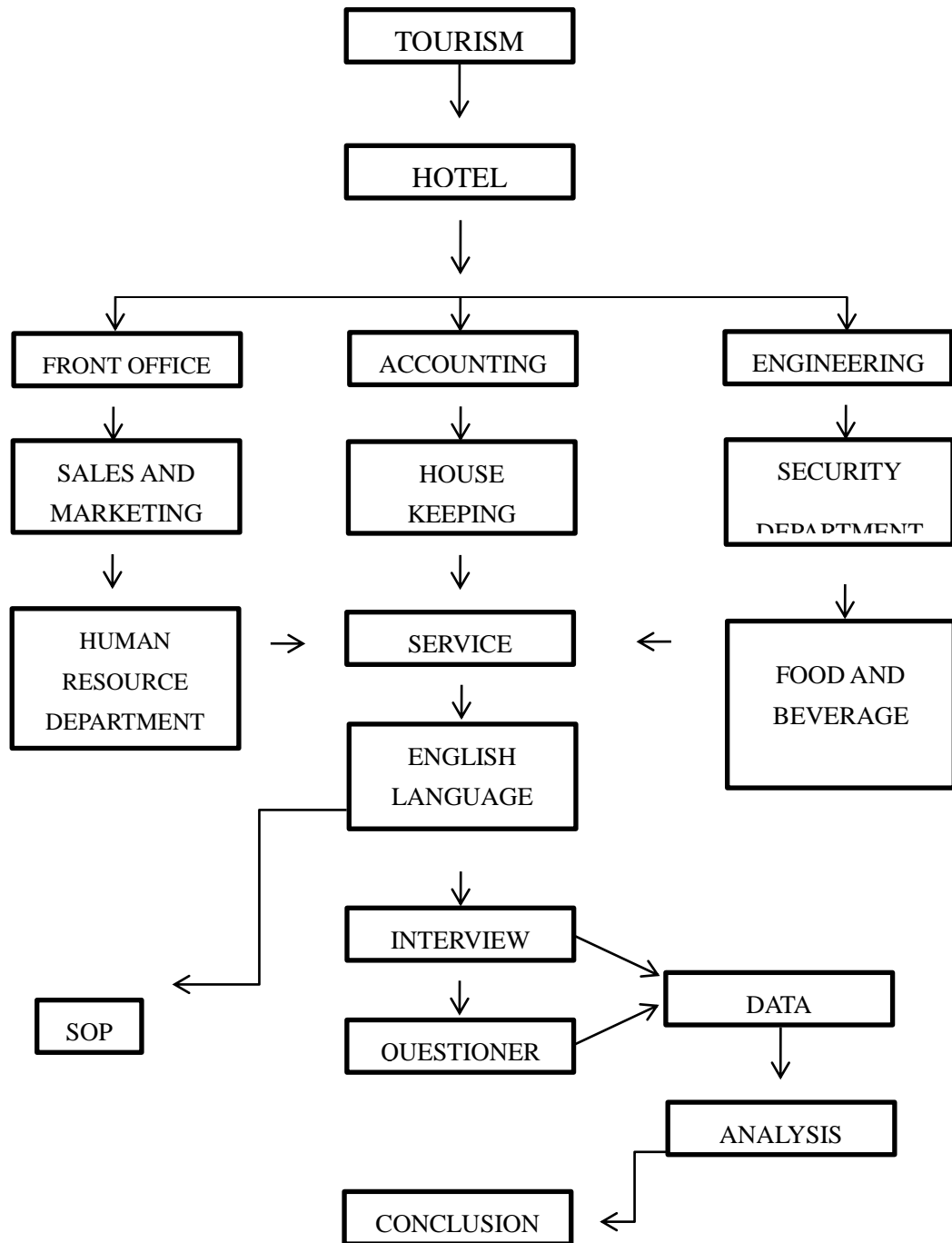


Table 1.1.1 The Frame of Study

1.2 Identification Of Problems

The English languages is already becoming of the international language. The needed to speaking well in the tourism services it became the crucial problems. Based on the background of the study, the writer concludes to analyze the English speaking skills to know the difficulties which became the main problem.

1.3 Research Questions

1. What are the difficulties of the guest service at Aryaduta hotel in communicating using English language?
2. What are the specific skills need to improve the guest service in communicating using English language?

1.4 Limitation Of The Problem

The study only focuses on the English skills on the way to elaborated the problems on communication and get the solution to improve the communication. The writer limited to only discuss the English speaking skills.

1.5 Objectives Of The Study

Objectives of this study are:

1. To find out the communication skills of the front office at Aryaduta Hotel
2. To know the problem of communication skills of the front office at Aryaduta Hotel.
3. To know the solutions of the problem in communication skills of the front office at Aryaduta Hotel.

1.6 Significant Of The Research

The significance of this research are:

1. For the writer this paper can improve the acknowledgment the writer in the ways to analyze about speaking skills in English language.
2. For the university this paper can be the document and to enrich the library collections.
3. For the readers, this paper can be acknowledgment to know more about English speaking skill improvement.
4. For the next researcher, this paper can be references for their research.