

## **Chapter II**

### **Speaking English Skills Of GSA**

Based on the discussion in chapter I, in this chapter, the writer describes some theories to the English language, speaking skills, and front office in hotel.

#### **2.1. The English Language**

English language is a worldwide language used by the people. In this era, English language became the most used in any countries beside their mother language. The used of English language became the most crucial factor for any people. Therefore, the English language is need to learn by the people around the world.

In English language there are four basic skill need to learn. The four basic skill are important to learn for the professional world. According to Armasita (2017 : 1) “The ability to speak and to write English property has been one essential benchmark skills.” Therefore, the four basic skill is the most requirement for people that work in professional world and the four basic skills are reading, listening, writing, and speaking.

##### **2.1.1 Reading Skill**

Reading is one of the basic skill in English language. The used of reading skills is needed to understand the written English language. According to Tarigan (2008 : 7) “reading is a process carried out and used by a reader to

acquire message which is conveyed by a writer though words could be seen and known by reader.” Hence, the reading skills a skill which used for knowing the message in written language.

### **2.1.2 Listening Skill**

Listening is one of the skill in English language. According to Witkin (1984 :-) “listening is a vital component of the oral communication, or the interactive process in which the individual takes the role of speaker and listener through a verbal and non verbal component.” Hence, the listening is skill is needed to understand better what the purpose of the words which spoken by the speakers.

### **2.1.3 Writing Skill**

Writing is one of the English language skill. According to Nunan (2003 : 88) “writing is the mental work of inventing ideas, thinking about how to express them, and organizing them into statements and paragraphs that will be clear to a reader. Therefore, the writing skill is an action to make statements or paragraph by write on the paper.

### **2.1.4 Speaking Skill**

Speaking is one of the skill in English language. According to Harmer (2001 : -) “speaking is ability and as the ability to speak fluently presupposed not only knowledge of language features, but also the ability to process

information and language.” Therefore, the speaking is the most important skill to get information from the language which spoken and with speaking the speaker and listener will have achieved the goal of the conversation.

#### **2.1.4.1 The Definition of Speaking**

According to Manser (1995 :-) “Speak” means say things; talk, be able to use a language, make a speech, express ideas, feelings, etc.” Speaking is the use of language to communicate with other. Speaking used language to understand each other. Therefore, the people speaking using language in social life

To do social life, the people speaking to each other with speak a language. Speaking consists of purpose to convey the meaning. The using of language in speaking is to make conversation with each other. According to Nunan (2003 : 48) “although speaking is totally natural, speaking in a language other than our own is anything but simple.” Hence, the speaking is naturally can be understood easily by the people which use language.

According to Tarigan (2008 : -) “the main point of speaking is for communicating, so we have to convey the thinking and feeling effectively and the speaker must understand the meaning to be communicated in order to make other people understand with what they are talking about.”

Therefore, the people in the world have speaking ability to communicate and to make a good relationship in society.

The writer concludes, speaking is a process to convey and sharing ideas and feelings. Speaking involved some skills such as vocabulary, pronunciation, accuracy, fluency, and etc. Speaking is a very important activity for people because the people can understand what the other said.

#### **2.1.4.2 The Function of Speaking Skills**

According to Brown and Yule in Richard (2006 : -) there are three functions of speaking. There are: talks as interaction: talk as transaction: talk as performance.

##### **1) Talk as interaction**

Speaking as interaction refers to the interaction which serves a primarily social function. When people meet, they exchange greetings, engage in small speaking and chit chat, recount recent experiences because they wish to be friendly and to establish a comfortable zone of interaction with others. The focus is more on the speaker and how they wish to presents themselves to each other.

##### **2) Talk as performance**

Speaking as performance refers to public speaking; it is talk

which transmits information before and audience such as public announcements and speeches. Speaking as performance tends to be in form of monolog rather than dialogue, often follow a recognizable format and it is closer to written language than conversational language.

### **3) Speaking as transaction**

According to Richard (2006 :-) “speaking as transaction refers to situation where the focus is on the message about what is said or achieved in order to make people understood clearly and accurately.” Therefore, the achievement of this function is to make people understand what the speaker said.

#### **2.1.4.3 The Component of Speaking Skills**

##### **1) Fluency**

Fluency can be defined as the ability to speak fluently and accurately. Fluency in speaking is the aim of many language peoples. Signs of fluency include a reasonably fast speed of speaking and only a small number of pauses and “*ums*” or “*ers*”. These signs indicate that the speaker does not have to spend a lot of time searching for the language items needed to express the message (Brown in Richard 2006 : -)

## **2) Pronunciation**

Pronunciation is the way for the speakers to produce clearer language when they speak. It deals with the phonological process that refers to the components of a grammar made up of the elements and principles that determine how sounds vary and pattern in a language. There are two features of pronunciation, phonemes and supra segmental features. A speaker who constantly mispronounces a range of phonemes can be extremely difficult for a speaker from another language community to understand (Gerald, 2000:11).

## **3) Vocabulary**

Vocabulary means the appropriate diction which is used in communication. Without having a sufficient vocabulary, one cannot communicate effectively or express their ideas in both oral and written form. Having limited vocabulary is also a barrier that precludes speakers from learning a language.

According to Finocchioro (1974 :-) “explained the vocabulary can be divided into two kinds, namely active vocabulary and passive vocabulary.” Active vocabulary refers to the words in which the people can understand and pronounce

correctly can use them in speaking or in writing used by person to encode his idea. Passive vocabulary refers to the words in which the peoples can recognize and understand while they are reading or listening to someone speaking, but they do not use the words in speaking or in writing. The words or vocabularies can be spoken and also written.

According to Thornbury (2002:13) “without grammar very little can be conveyed, without vocabulary nothing can be conveyed. Only with sufficient vocabulary one can express his ideas effectively, can understand the language task and foreign language conversation.” People will get the difficulties when they communicate and understand the foreign language if their limited on vocabulary.

Therefore, from the statements above the writer concludes that vocabulary is a list of words with their meanings that accompanies a text book in a foreign language. Vocabulary plays a significant role in supporting the mastery of language skills such as listening, reading, speaking, and writing which are called by four skills of language.

## 2.2 Hotel

Hotel is one of the building which running for business. Hotel can be said is one of the tourism infrastructure. Hotel is one of the service building which serving a resting place for peoples who need it. According to Sulastiyono (2011 :-) “hotel is one of integral part from tourism business which can be said as one of the accommodation business that commercially with provide the facilities.” Therefore, Hotel is a tourism business which provide the facilities for tourist or the people who need it, the list of facilities in hotel as a follows:

- 1) Bedroom (Guest room)
- 2) Food and beverages

Another supporting facility:

- a) Recreation places
- b) Gym, fitness center, and sport arena
- c) Laundry for guest

According to Sulastiyono (2011:5) “hotel is a company which managed by the owner with provide the services like food and beverages and bedroom facilities for the travelers.”

From the explanation above, it can be concluded that the hotel is one of accommodation which managed commercially, provided for a person or group of

people which provided a resting or staying places, food and beverages which adjusted with the demands, needs, and development of technology. Hotel is a business, which is supporting services related to the accommodation services for fulfill the demands of society.

Hotel have the departments to running the business or to managed it. According to Sulastiyono (2011: 63) There are parts of department which consist in a hotel.

The list of departments as a follows:

1) Front Office Department

This department have a role and main function from the front part of office hotel. The role of this department is to selling or in other word is to rent a rooms to the guest. The location of the front office usually is in the place that can be seen by the guests. Front office also is have function as the information places which need by the guests and also for the place that provides and handle all the guests demands.

2) Housekeeping

This department have a important role and function in provides the service to the guests in comfortableness and cleanliness of the hotel.

3) Food and Beverage

This department is one of the department consist in hotel which have function to selling the food and beverages.

4) Marketing and sales

This department have function to selling the product of hotel and also to selling the activities which related with the marketing of the hotel.

5) Finance

Finance is a center of the hotel company in organize the structure, tracking or recording and administration of finance.

6) Human Resource Department

This department have function to do the activities related with the human resource department which consist in working area of hotel.

7) Engineering

This department responsibility in activities which related on the planning and construction of developing the building (hotel).

8) Security

This department have a duty in the activities which related on the problems of the safety in area of hotel.

### **2.2.1 Front Office**

Front office is one of department consist in hotel. According to Bagyono (2016 :-) “front office came from English language “front” which means front

of and “Office” which means office of.” Therefore, front office is a office at the front. In context of hotel, front office is a department in hotel which located in the front of the hotel. This area is the busiest place in hotel. Front office located in the front. Hence, the front office is the easiest of office to find.

Moreover, front office department have a role which important and responsibility in monitoring and organizing the activities in hotel. The role of front office is also the most important thing to do by the workers. The role of front office according to Sugiarto (2000 :- ) as a follows:

#### 1) Co-manager (Management Representative)

In several condition, front office can have a role like a deputy manager for facing or solving the problems which usually only can be solved by the manager. This problem usually in busy hour when the manager cannot handle the problems.

#### 2) Sales Person

Sales person is a person who can persuade the guests to stay or rent any product in the hotel. Any workers in front office must have capability to selling and have the characteristic as salesmanship because front office department is the mostly department which meet a guests.

#### 3) Information Giver

Front office must have capability to give the information which

clearly and true about the facilities in hotel and also the product of hotel.

Moreover, front office must know any accident or situation in hotel or outside the hotel.

#### 4) Record or Data Keeper

Front office department is a source and center the data saver in daily routine of hotel. All the data and report will organize from another department in a form of statistic data and also front office is keeping the data of guests.

#### 5) Diplomatic Agent

Front office department it must have capability in action of diplomatic to keeping and neutralize the situation with other department or other person which related with hotel.

#### 6) Problem Solver

Front office is a place for solving the guest's problems, primary in guest's demands.

#### 7) Public Relations Agent

Front office must can role actively as a person which related with society, primary with the hotel guests.

## 8) Service Coordinator

Front office also role as a place for organize the services. Information and activities another department must communicate with front office. Mainly to the group of guests or another activity.

Front office department is a most important position for the hotel, because front office is face the guests directly. The rating of the hotel can be rated by looking the front office department. Front office department as reflection from the services provided by the hotel to the guests. Front office became the most important department in a hotel.

In a hotel business, front office department have several function, in organize whole of the hotel. According to Bagyono (2016 : 21-22) there are some function of front office department as a follows:

- 1) Selling/Renting a room (reservation, check-in, and check-out)
- 2) Handle the information about the product, services and the general information.
- 3) Organize the guests service.
- 4) Reporting the room status.
- 5) Handling about the guest's payments (guest bill, guest folio, guest account)

- 6) Handling the phone call, messages, fax, and email.
- 7) Handling the guest's items and luggage.
- 8) Serving, collecting, and solving the guests' complaints.
- 9) Cooperate goodly with another department for organizing and running the hotel.

Front Office Department which is the most important cause that department have a nickname which describes the center of another department. Therefore, without front office department the activities of hotel can't run correctly.

### **2.2.2 Relation GSA with English Language**

As we know, guest service agent is the most workers in Hotel which face the guest. As the most workers which are facing the guests, the guest service agent has an important role that is to know the purposes of the guest when they are asking or questioning. In this era, the guests which come to the Hotel not only local guests but also the international guests. Therefore, the English language which is the first international language will be very important language to use in Hotel Business.

Relation between guest service agent and English language cannot be separated because without English language, the guest service agent will not know the purposes of the guests. The conversation between the guest service

agent and the guest will be confusing because the guest service agent doesn't know the meanings and purposes of the guests. Therefore, the guest service agent or GSA is need to learning the English language for the continuity the Hotel business.