**CHAPTER I**

**Introduction**

* 1. **Background of The Study**

As human being, it would be impossible for people not to communicate with other human. As can be seen, this world keep developing thanks to the benefit of communicating itself. By each human communicating with the other, they share important information which can be used for many goods. Without communication itself, there wouldn’t be countries by this era. All these resources and innovation human being created and found its because of communication itself. It is impossible that life can be shaped if there is no means that composes it. People can share their ideas and thoughts each other by using language as a media. And certainly it is the language that they understand and the system of the language they use. In this era, English language has now been known as the International language throughout the world. So basically people from every country should learn English language as their second daily language, in order for people to communicate easily with people out of their country’s boundary. English is one kind of language, which used to communication by people. English also said as the important language, because it is as the second language in the world. So it is very important and must be learnt. English was first used by England, so it was officially the language of England. But because of the historical efforst made by the British Empire, this language became the primary and secondary language for the former British colonies, such as the United States, Canada, Australia and India. Thus, the language itself became very iportant to learn because it domintaes many aspects throughout the world, such as busniess. English itself became the secondary language even in countries where history were not touched by the British Empire, that is why it is very important to learn. The English language that people use to communicate throughout the world, it has been created a structure of putting words by words in their respective place which in these days it is call it grammar. Grammar itself has its important role in speaking and writting, because if the grammar is wrongly structured in a sentence. The meaning of the sentence itself may vary.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 became 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 (2001 : 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. Currently Tourism can attract people from home and abroad to visit some places. Tourism is the main source of income for many Countries because it will help the country in its economic aspects. and than, tourism is a collection of activities, services and industries that give you the experience of travel, including transportation, accommodation, food and beverage, retail stores, business entertainment, activities and other hospitality facilities, a service that provides for individual travellers or groups. Currently tourism in Indonesia is very rapidly and much visited by foreign tourists as well as local at each city or County. Especially nature tourism in the city of Bandung. The importance of tourism is that countries throughout the wortld use it as a source of income and at the same time to understand each countries culture from different point of views. Moreover people these days are willing to pay much more to visit places that they cant find in their own country just to fulfill their need of holiday with family and to take photos made in the places they are going to visit. Tourism became an important sector in a country because of its development in economy which help the country on raising its value and help the improvement economy on places where tourism spots are located. The poiunt is to show off the culture of each countries, knowing that even one country have many cultures to learn. In addition of tourism, the needed to understand that the language became 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 are hotel employees 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 are 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 mainly focused on the ungrammatical sentence because these days alot of people are afraid to express their sentences while talking with foreigner. The writer sees this as a problem for both the GSA (Guest Service Agnt) and the guests itself. Because it may lead to a misunderstanding conclusion for both of them in which in hotel it is very important for the GSA to understand what the guest demand and its important too for the guest to deliver what he wants accurately in order for the GSA to understand it and execute it. Grand Mercure hotel is one of the most visited hotel in Bandung sheltered by Accor Hotels, which consist of many other hotels like Ibis Hotel, Novotel, pullman, Sofotel and many more. As we all know, today Bandung is one of the most visited city in Indonesia. According to BPSKB (Badan Statistik Kota Bandung) in 2016 the amount of foreign tourists visiting Bandung reach up to 173.036. Thus, many hotels located in Bandung often receive foreign guests. It is now a must for hotel’s emplyees to learn and speaking English, Grand Mercure Hotel Bandung can receive between 40 – 60 foreign guests in a week. That is why English and commuincating is important here, because the problem doesn’t always come from the employees that lack of English skills but from foreign guests that aren’t fluent in English too. Thus, the writer is interested in observing Grand Mercure’s GSA (Guest Service Agent) in handling foreign guests that are not able to speak the English language fluently. The writer chose “The Impact of Ungrammaticl sentence in Handling Foreign Guests at the Guest Service Agent of Grand Mercure Hotel Bandung Setiabudi” as the title of the research because the writer experienced it while taking on job training at the Front Office of Grand Mercure Hotel located at Bandung Setiabudi. The writer experienced a situation where it required to fulfill the guest request but the guests itself was not fluent in speaking English, so that became quite a problem. Knowing that the Hotel where the writer held its on job training is famous on fulfilling the guests requests eventhough the guests requests seems quite strange, hard to accomplish or if they have problem in delivering their requests.

The writer saw this as an opportunity to conduct a research on how the employees are able to fulfill those kind of requests. Knowing that the English language is very important in this era, the writer was curious in the way the employees were able to handle the guests requests while being verified by themselves that the hotel the guests are staying is very recommended for other guests and knowing that many famous artists keep coming almost every week in that hotel. So the writer kept wondering on how the employees were so skillful in handling those type of guests.

* 1. **Identification of The Problem**

Based on the writer’s experience, Indonesian people are too worried on mispelling their grammar and that’s a serious problem which may prevent Indonesian people to improve their liability in making contact with people out of their own country because of their less confidence in spekaing English. Indonesian hotels often receive foreign tourists that stays for a night or more, some staff are not that fluent in speaking English and that’s a problem which may cause a misunderstanding between the GSA and the foreign guest. Many foreign guests decide to stay the night the Grand Mercure Bandung Setiabudhi, sometimes the problem of not speaking fluently English and unstructured grammar doesn’t always come from the staff of the hotel (GSA) but even from the foreign guest itself.

* 1. **Research Questions**

Based on the background and identification of the problems above, the research question can be formulated as follows :

1. What is the impact of Ungrammatical communication between GSA and foreign guests ?
2. How is the grammar skill of the GSA staff at Grand Mercure Hotel Bandung Setiabudi according to <https://www.examenglish.com/CEFR/cefr.php> ?
   1. **Limitation of The Study**

To make it deeper the problems will be limited on the impact of ungrammatical sentence in talking with foreign guests at the front office of GSA (Guest Service Agent) in Grand Mercure Hotel Bandung Setiabudhi.

* 1. **Objective of The Study**

Based on the research question above, the objective of the study is to find out the impact of ungrammatical communicatin between GSA and foreign guests.

* 1. **Significance of The Study**

This study is expected to give benefits which are divided into two aspects. They are theoretical and practical benefits.

1. **Theoretical Benefit**

* For other researchers who research the same topic with this study, hopefully this study can be a reference to help their research.
* To enrich the library of Pasundan University about language and hotels knowledge.

1. **Practical Benefit**

* For the employee at Grand Mercure Hotel, hopefully this study will be an alternative way to speak the English which is more effective to improve their speaking ability.