

## **Chapter II**

### **English Speaking Skill Analysis**

#### **of Sari Ater Hotel and Resort Front Liner Staff**

### **1.1 English Speaking Skill**

English is a very important language that is commonly used in this world. One of the most important things in using English is speaking. Burns & Joyce (1997) mentions that: Speaking is an interactive process of constructing meaning that involves producing, receiving, and processing information.

Speaking skills will be very much needed by hotelier due to guest satisfaction, especially for foreign guests who speak English. In speaking English we must have the abilities needed. Burns & Joyce (1997) mentions that: Speakers must be able to anticipate and then produce the expected patterns of specific discourse situations. They must also manage discrete elements such as turn-taking, rephrasing, providing feedback, or redirecting.

Furthermore, in speaking English there are certainly levels and criteria in a person, whether speaking is good or bad. Brown (2004) mentions that: There are five components which have rating range from 1 – 5 with different criteria (from the lowest to the highest). The components are grammar, vocabulary, comprehension, fluency, and pronunciation. The rubric for front liner's speaking skill is presented as follows:

**Table 2.1 Rubric for Front Liner's Speaking Skill**

<b>Catagory</b>	<b>Level</b>	<b>Criteria</b>	<b>Score</b>
Grammar	I	Poor to very poor: Speaker can be understood by nativespeaker, even errors in grammar are frequently spoken.	
	II	Average to Poor: Speaker can handle elementaryconstructions quite accurately, but unconfident to control thegrammar.	
	III	Good to average: Control of grammar is good. Speaker isable to speak the language with sufficient structural accuracy.	
	IV	Very good to good: Errors in grammar are quite rare. Speaker is able to use the language accurately.	
	V	Excellent: Equivalent to that of an educated native speaker	
Vocabulary	I	Poor to very poor: Speaker has inadequate speakingvocabulary to express anything but the most elementaryneeds.	
	II	Average to Poor: Speaker has sufficient speaking vocabularyto express things simply with some circumlocutions.	
	III	Good to average: Speaking vocabulary is broad enough thathe rarely has to grope for a word.	
	IV	Very good to good: Speaker has a high degree of precision ofvocabulary.	
	V	Excellent: Speech on all levels is fully accepted by educatednative speakers in its entire feature including breadth ofvocabulary and idioms, colloquialisms, and culturalreferences.	
Comperhension	I	Poor to very poor: Speaker can understand simple questionsand statements if it delivers with slowed speech, repetition,or paraphrase.	
	II	Average to Poor: Speaker can get the gist of mostconversation of easy topics (topics that require nospecialized knowledge)	

	III	Good to average: Speaker's comprehension is quite complete at a normal rate of speech.	
	IV	Very good to good: Speaker can understand any conversation within the range of his experience.	
	V	Excellent: Equivalent to that of an educated native speaker.	
Fluency	I	Poor to very poor: Speech is halting, very slow, and fragmentary that conversation is probably impossible.	
	II	Average to Poor: Speech is frequently hesitant and jerky; some sentences may be left uncompleted.	
	III	Good to Average: Speech is occasionally hesitant. Speaker rarely has to grope for words.	
	IV	Very good to good: Speech is smooth and effortless, but perceptively non-native in speed and evenness.	
	V	Excellent: Speech on all professional and general topics as smooth and effortless as a native speaker's.	
Pronunciation	I	Poor to very poor: Errors in pronunciation are frequent but speaker can be understood by a native speaker.	
	II	Average to Poor: Accent of the speaker is intelligible though often quite faulty.	
	III	Good to average: Errors never appear with understanding. Accent may be obviously foreign.	
	IV	Very good to good: Errors in pronunciation are quite rare.	
	V	Excellent: Native pronunciation, with no trace of foreign accent.	
Total Score			

### Scale of the Level

I : 1- 4

**II : 5 - 8**

**III : 9 - 12**

**IV : 13 - 16**

**V : 17 - 20**

**Table 2.2 Conversation Table of the Total Score**

<b>Total Score</b>	<b>Level of front liner's speaking</b>
4-24	C
25-44	B
45-64	B+
65-84	A
85-100	A+

**Table 2.3 Description Table of Total Score**

<b>Level</b>	<b>Description</b>
C	Unable to function in the spoken english language.
B	Can innitiate and maintain predictable face-to-face conversation and satisfy limited social demands.
B+	Able to satisfy most work requirements with language usage that is often, but not always, acceptable and effective.
A	Able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversation on practical and social topic.
A+	Able to use the language fluently and accurately on all levels.

The tables above are an explanation of the assessment criteria in someone speaking in English. The evaluation table will be filled by the assesor and formulated according to Brown's (2004) theory. The assessor will give a score in

the score table referring to the scale of the level. Then after getting a score, it will be compressed into letter scores. After getting the letter score, it will be described according to the table description of the total score.

As for the other expert's theory which is Thornburry (2004) mentions what is the speakers do as follows:

#### 1. Speech Production

Speaking is so much a part of daily life that we take it for granted. The average person produces ten of thousand of word a day, although some people like auctioneers or politician may produce even more than that. So natural and integral speaking that we forget how we once struggle to achieve this ability. We have to learn how to do it all over again in foreign language

#### 2. Articulation:

Articulation involves the use of organ of speech to produce sounds. A stream of air is produced in the lungs, driven through the vocal cords, and "shaped" by, among other things, the position and movement of the tongue, teeth, and lips. Vowel sounds are produced primarily by the action of the tongue and lips.

#### 3. Fluency:

Research into listeners perceptions of a speaker's fluency suggest that pausing is equally important. All speaker pause they have to, to draw breath. And even proficient speakers need to stop from time allow the formulation of an utterance to catch up with its conceptualization.

#### 4. Grammar:

It is theoretically possible to have short conversations where each utterance consist of nothing but a single word or short phrase. In this instance,

context factors, including the lack of formality, make the use of complex language unnecessary. But to sustain a conversation on a variety of topics with a number of speakers would be virtually impossible. The effect would be like baby talk. In order to generate a much more sophisticated range of meanings, the resources of the language grammar need to be enlisted.

#### 5. Vocabulary:

Speakers also employ a lot of words and expressions that express positive or negative appraisal. This is due to the fact that a lot of speech has an interpersonal function and by identifying what they like or don't like, speakers are able to express solidarity with one another.

Points as a speaker do according to Thornbury above. Meanwhile According to Chaney (1998), speaking as a process: "speaking is the process of building and sharing meaning through the use of the verbal or nonverbal symbol in a variety of contexts". As we know that the talking is happening by two or more persons, Hamer (2001) said that "speaking happens when two people are engaged in talking to each other and they are sure that they are doing it for good reason." the reason that they want to say something, they have some communicative purposes, and they select from their language store.

So the theories above are related to the ability to speak English. This theory will be very useful for those who want to learn English especially with the respondents in this paper.

## **1.2 Hotel**

The word hotel began to be used since the 18th century in London, England. At that time the word hotel was "Garni", a large house which was equipped with accommodation facilities for daily, weekly or monthly rental. The word hotel itself is a development of the

French language. The hotel comes from the Latin word: "Hostel" and began to be known in the community in 1797.

### **2.2.1 Definition of Hotel**

The plot Hotel is a form of building, symbol, company or accommodation business that provides lodging services, food and beverage providers and other service facilities where all services are intended for the general public, both those who stay overnight at the hotel or those who only use certain hotel owned.

According to Sulastiyono (2011), there are several parts of the department contained in a hotel, as follows:

#### **1. Front Office/Liner**

This section has the main roles and functions of the section the front office of the hotel is selling in the sense of renting out rooms to guests. Location of the front office the hotel is usually located in a place that is easily seen or known by guests. Besides that, the front office also functions as a place for all information needed by guests and serves as a place to serve and handle all complaints complained by guests.

#### **2. Housekeeping**

This section has vital roles and functions in providing services to guests, in terms of the comfort and cleanliness of a hotel.

#### **3. Food and Beverage**

This section is one of the parts contained in hotel which has the function of carrying out sales food and Drink.

#### **4. Marketing and Sales**

This section functions in installing hotel products as well marketing-related activities hotel.

## 5. Finance

Finance is a center for hotel companies in organizing the preparation, recording and financial administration.

## 6. Human Resource Department

This section functions to carry out existing activities related to existing human resources in the hotel performance environment.

## 7. Engineering

This section is responsible for activities that are related to building planning and construction of the hotel.

## 8. Security

This section discusses things related to the problem with the security inside also outside the hotel.

### **1.3 Front Liner Staff at Hotel**

Front Liner is one of the departments in a hotel located in front of the gate is the gate of the hotel itself so that it is easily known and contacted by guests who operate directly in contact with guests.

#### **1.3.1 Definition of Front Liner or Front Office**

Front Office comes from English "Front" which means front, while "Office" means office. So, the Front Office is the Front Office. The Front Office is a department in a hotel located in the front Bagyono(2016).

The Front Office Department is the most important position for the continuity of the hotel, because the situation of the Front Office is directly facing guests, the good and bad of a hotel depends on the services provided by each hotel. The presence of the Front Office Department as a reflection of the service provided to the hotel, even the position of Front Office is the most important thing for a hotel.



In a hospitality industry, the Front Office Department (the front office of the hotel) has several important functions in the overall implementation of the hotel. According to Bagyono (2016) several functions of Front Liner:

The department in question, as follows:

1. Selling rooms (reservation, check-in and check-out);
2. Handle information about products or services and other general information;
3. Coordinating guest services;
4. Report the status of the room;
5. Complete guest payments (guest bill, guest folio, guest account);
6. Handling telephone, messaging, faxing and e-mail;
7. Handle guest items and luggage.
8. Serve, accommodate, resolve guest complaints.
9. Doing good cooperation with other departments for the smooth operation of the hotel.

### **1.3.2 The Role of Front Liner**

Bagyono (2008) mentions that: "*Peranan Departemen kantor depan mengemban misi yang sangat vital bagi keberhasilan bisnis hotel, sebab produk yang menjadi pendapatan utama (main/revenue/income) hotel adalah dari kamar*". (The role of the ministry of the home office on a mission that is vital to the success of a business hotel. For product that becomes primary income is from the hotel room). That is the important role of the front liner according to Bagyono, meanwhile According to Suarhana (1986): "*Front office adalah bagian atau department yang bertanggung jawab atas penjualan kamar hotel melalui pemasaran (reservasi) terlebih dahulu dan tanpa reservasi, dilanjutkan dengan registrasi dan menempatkan ruang untuk tamu.*" (The front office is the department or department

responsible for the sale of hotel rooms through marketing (reservation) in advance and without reservation, followed by registration and placing space for guests).The front office is one department in which operations are directly related to the guest who arrives at the hotel. Therefore, the front office is always located on the front of the hotel. Generally, this front called the lobby area, as the place or the reception area.

In addition, the Front Office Department also has a significant role and role and is responsible for monitoring and coordinating Hotel activities. The roles of the Front Office Department in the hospitality industry include the following:

1. Is a Representative of Management (Management Representative), in certain circumstances the Front Office Department can act as a representative of management, such as resolving certain problems that are usually resolved by management.
2. People who are able to sell (Sales Person), every person in the Front Office Department is required to be capable and have Salesmanship, because there are more in the Front Office Department connect with guests compared to other departments. Apart from selling hotel products such as rooms, they are also able to sell the facilities provided by the hotel.
3. Information Giver, officers who are in the Front Office Department are expected to be able to provide clear and correct information about hotel facilities and products and must know important events and events outside the hotel that relate to guest needs.
4. Record Keeper, the Front Office Department is the source and center of data storage in the daily activities of the hotel.

5. Can Take Action Diplomatically (Diplomatic Agent), Front Office Department is able to act diplomatically, namely maintaining and neutralizing the atmosphere of good relations with other parties related to the hotel.
6. Problem Solver, As The Hub of Activities, the Front Office Department is a place to solve guest problems, especially guest complaints.
7. As a Representative of Public Relations Agents, Front Office Department employees must can play an active role as people related to the community, especially the people who come to the hotel. It is hoped that it can act as an internal public relations that provides a good image of hotel guests.
8. As the Coordinator of Service Activities (Service Coodinator), the Front Office Department also acts as a place for coordinators of information services and activities of other departments to be communicated through the Front Office Department.

#### **1.4 The Importance of English Speaking Skills of Front Liner**

The Front Office has an important role to serve guests. They are the first part that meets directly with the guests. Of course they must have more knowledge from other departments.

Usually the guests who come to the hotel must meet the Front office first. Guests will check in and check out there. Besides checking in and checking out, guests also usually ask for information, hotel information or general information about the surrounding environment.

Guests come from various countries and cultures. They use different languages. Here is the importance of English as the most important international language. The Front Office should master English for the smooth communication

between guests and the Hotel itself. When guests and hotels cannot communicate properly, hotels cannot provide services that guests want will be very chaotic.

## **2.5 Sari Ater Hotel and Resort**

PT. Sari Ater is a Private Owned Enterprise that is trusted to manage the Ciater tourism object by the Level II Regional Government of Subang Regency. Sari Ater Hotel & Resort is a tourist attraction located in the Subang mountain area, at the foot of Mount Tangkubanperahu, precisely in Ciater Village, Ciater sub-district Subang Regency. This tourist attraction is one of the most popular objects on Java West, here tourists can enjoy hot springs that are known to be able to cure many diseases.

Along with the development of time, the facilities and infrastructure and tour packages the one at Sari Ater Hot Spring Resort Hotel and Recreation is also developing accordingly with needs. Currently the company continues to strive to provide all conveniences and facilities for visitors both domestic and tourist tourists overseas.

### 2.5.1 Sari Ater Logo



Pictures 2.5.1 Sari Ater Hotel & Resort

Source: ArsipDokumen Sari Ater Hotel & Resort, Agustus 2011

Like a name, the company logo also has meaning and meaning as a corporate identity.

The meaning of the Sari Ater Hotel & Resort logo is as follows:

1. The logo is a form of two-letter adaptation that is joined, the "S" stands for Sari and "A" which stands for Ater and confined in a circle. This reflects that Sari Ater is a company that is a unit that does not can be separated and have united teamwork achieve the goal together.
2. Consists of two words, Sari and Ater. Sari is the core and Ater is the wrong name one type of bamboo tree found in Ciater area, Subang, which can remove natural hot water. Sari Ater takes the core or water from bamboo Ater that is a Hot Water Source.
3. The dominant green color implies a natural beauty. The Sari Ater Located in Ciater, Subang still has a very beautiful area and is located in the natural area of tea plantations. The

formation of companies also from nature, natural hot springs which became the forerunner of the formation of the company comes from the ater tree.

## **2.4.2 Vision and Mission Sari Ater Hotel and Resort**

### **2.4.2.1 Visi**

Is a strong company and is known as a company Planners, Developers and Managers of leading Tourism Industry Services and trusted in realizing international standard tourist areas with focus to service for customers and meet stakeholders' expectations.

### **2.4.2.2 Mission**

1. Running a tourism service business and other supporting businesses through business practices in the form of professional organizations that can contribute added value to stakeholders and environmental sustainability based on 3 (three) satisfaction factors; Service, Comfort and Safety.
2. Creating jobs that are as broad as possible and provide business opportunity to the surrounding community.
3. Develop tourist areas in areas that are considered to have potency.
4. Participate in preserving and developing the Art of Tradition Culture Local communities in the area they manage.
5. Maintain and preserve the surrounding natural environment by handling professional and environmentally friendly development and management.

