

# **CHAPTER I**

## **Introduction**

In this chapter, the researcher describes about background of the study, identification of the problem, research question, limitation of the problem, respondent, objective of the study, and significance of the study.

### **1.1 Background of the Study**

Language is an important communication tool in the globalization era of business, economy, social, tourism and technology. Therefore, the existence of language is very important to establish good communication. English is an international language that is very important for the smooth interaction between various countries. In the era of globalization like now, English seems to become a compulsory ability that must be possessed by students or professionals. Departing from the development of science and technology and the demands of an increasingly advanced and modern era requires a mastery of language skills, especially English as a tool of international communication. It is intended that we are able to compete and socialize with foreign guests. English has important role in communication and that makes this language important in all fields, especially for tourism industry.

Hotel is one of the tourism industries, in Indonesia there are many luxury hotels have increasingly developed and demanded to be visited by many domestic and international guests. Of course, the main attraction of guests is the quality of services and facilities that are supported by the hotel. Hotel itself

is a building that provides lodging service, restaurant, sport, entertainment and other facilities for the guests or people who travel far from their homes.

According to Rumeckso (2002:2) *hotel adalah bangunan yang menyediakan kamar-kamar untuk menginap para tamu, makanan dan minuman, serta fasilitas-fasilitas lain yang diperlakukan dan dikelola secara professional untuk mendapatkan keuntungan.* While Lawson (1976:27) said that *hotel juga diidentifikasi sebagai sarana tempat tinggal umum untuk wisatawan dengan memberikan pelayanan jasa kamar, penyedia makanan dan minuman serta akomodasi dengan syarat pembayaran.*

The hotel also provides services in the form of places to relax like spa, and ballroom to held events. There are many facilities provided by a hotel, where all of the facilities are made to be able to satisfy the guests who come. Apart from the many facilities, the services must also be satisfying. One of them, the service that must be provided by a restaurant waiter.

The waiter at the hotel restaurant has an important role because they have to serve guests directly. A waiter is required to have a good skill in serving. One of them must have the ability to be able to communicate well with the guests, both local or foreign guests. To be able to communicate with all guests, the waiter must have good foreign language skills, especially English speaking skills so that when there are foreign guests who come and want to order food, the waiter will not have difficulty in serving. However, it would be different if the waiter could not speak English, the foreign guests will have difficult when communicate and may not be satisfied with the services

provided. If the hotel provides rooms, facilities, and services that are good and the guests are satisfied, then this will also bring positive things in the development of the hotel.

Based on the previous research:

*Bahasa Inggris bagi seorang karyawan sangatlah penting dalam dunia perhotelan apalagi di bagian F&B Service. Sudah menjadi keharusan bagi seorang pramusaji untuk dapat berbahasa asing apalagi bisa berbahasa Inggris. Dengan demikian, seorang pramusaji yang dapat menguasai bahasa Inggris akan mampu meningkatkan kualitas pelayanan. (Monica Laoh, 2016)*

English language becomes very important for the employees who work at the hotel especially for the waiter at the hotel restaurant, because they have to deal directly with guests. For the waiter who have good English speaking skills, they will be able to improve the quality of services to foreign guests who come, and can also improve foreign guests ratings of the hotel they visit for the better. To achieve this goal, hotels should have a professional workforce. If the waiters have problems in communicating with foreign guests, then they feel uncomfortable and the waiters will have difficulty in serving. Therefore, to know about the waiter English speaking skills the researcher would like to do research entitled An Analysis of English Speaking Skills of the Waiter or Waitress in the Grand Mercure Bandung Setiabudi.

Grand Mercure Bandung Setiabudi itself is one of the five stars hotels in Bandung managed by Accor. Grand Mercure Bandung Setiabudi located in Jl. Setiabudi No. 269 – 275 Bandung. As five stars hotel in Bandung and including to chains hotel it should be using English Language as

communication with the consumers especially foreigner. Chains hotel it means that hotel managed by foreign company. Grand Mercure has twenty-five hotels a whole the world including in Indonesia. In Bandung itself has three hotels of Accor Hotel brand such as Grand Mercure Bandung Setiabudi, Mercure City Center and Mercure Nexa Bandung. But Mercure City Center and Mercure Nexa Bandung are four stars hotel.

## **1.2 Identification of the Problem**

Based on the background, English Speaking Skills is so important for all of the employee who work in the tourism industry, one of them in the world of hospitality. The waiter or waitress at the hotel restaurant who always faced the foreign guest directly must have the ability of speaking English fluently to satisfy the guest. To know about the waiter waitress English Speaking Skills, the researcher decided to do an analysis about that problem and want to know the obstacles they have when using English to the guests.

## **1.3 Research Question**

1. How is the English speaking skills of the waiter or waitress at Hardy's restaurant in Grand Mercure Bandung Setiabudi?
2. What the obstacles are faced by the waiter or waitress in speaking English to the guest?

#### **1.4 Limitation of the Problem**

In this study, researcher conducts the research directly at the Grand Mercure Bandung Setiabudi and focuses on the waiter or waitress English speaking skills and the obstacles when they have to use English in serving the guests.

#### **1.5 Respondent**

There are 4 respondents in this study and they are the waiter or waitress at Hardy's restaurant in Grand Mercure Bandung Setiabudi.

#### **1.6 Objective of the Study**

1. To find out the English speaking skills of the waiter or waitress at Hardy's restaurant in Grand Mercure Bandung Setiabudi.
2. To find out the obstacles of the waiter or waitress at Hardy's restaurant in Grand Mercure Bandung Setiabudi when using English to the guests.

#### **1.7 Significances of the Study**

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

### **1.7.1 Theoretically**

Through this research, it is expected to provide input or information in improving the English speaking skills especially for the waiter or waitress who work at the hotel.

### **1.7.2 Practically**

The result of the study is expected to be as follows:

- a. For the company, this research is expected to provide input as a reference in improving the English speaking skills of the waiter or waitress.
- b. For the waiter or waitress, this study can be used to improve understanding and quality of their English speaking skills.