

CHAPTER II

English Speaking Skills of the Waiter or Waitress at Grand Mercure Bandung Setiabudi

In this chapter, the researcher describes some theories to the English language, speaking skills, the waiter or waitress at the hotel, hotel restaurant, F&B Department, and Definition of Hotel.

2.1 English Language

English Language is International Language used by people around the world to communicate with others. The use of English language became the most crucial factor and became a compulsory ability that must be possessed by everyone both children or adults. In this era, many countries already use English as their daily language and even become a requirement that must be owned by someone who want to work in professional world. Therefore, the English language is need to learn by people around the world.

In English language there are four basic skill need to learn: reading, writing, listening, and speaking (Brown, 2001:232). Those four basic skill is the most requirement for people that work in professional world or for learners in order to be able to communicate in English well.

2.1.1 Reading Skill

Reading Skill is an ability to understand of the sentence being read.

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. Therefore, the reading skills is a skill needed to understand the message in written language.

2.1.2 Listening Skill

Listening Skill is an ability to understand what is being said by the speaker quickly. 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 nonverbal component. Therefore, the listening is a skill needed to understand what the purpose of the words which spoken by the speakers.

2.1.3 Writing Skill

Writing Skill is an ability to pouring the contents of the mind into a writing. 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 a skill needed to express the idea in the form of statement or paragraph by write on the paper.

2.1.4 Speaking Skill

Speaking Skill is an ability to express the contents of the mind by speaking. 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 skill is an ability to speak fluently in front of the people with the purpose to give or get the 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 Function of Speaking Skills

According to Brown and Yule (1983) in Richard (2008:21-28) there are three functions of speaking. There are: talk as interaction: talk as transaction: talk as performance.

1) Talk as interaction

This refers to what we normally mean by “conversation” and describes interaction which serves a primarily social function. When people meet, they exchange greetings, engage in small talk, recount recent experiences and so on because they wish to be friendly and to establish a comfortable zone of interaction with others. The focus is more on the speakers and how they

wish to present themselves to each other than on the message.

2) Speaking as transaction

This type of talk refers to situations where the focus is on what is said or done. The message is the central focus here and making oneself understood clearly and accurately, rather than the participants and how they interact socially with each other. Therefore, this function is to make people understand what the speaker said.

3) Speaking as Talk as performance

The third type of talk which can usefully be distinguished has been called talk as performance. This refers to public talk, that is, talk which transmits information before an audience such as morning talks, public announcements, and speeches.

The main features of talk as performance are focus on both message and audience and it is often monologue.

Some of the skills involved in using talk as performance are: 1) Using an appropriate format, 2) Presenting information in an appropriate sequence, 3)

Maintaining audience engagement, 4) Using correct pronunciation and grammar, 5) Creating an effect on the audience, 6) Using appropriate vocabulary, 7) Using appropriate opening and closing.

2.2 Speaking Skill for the Waiter or Waitress

According to Suhendar (1992:20) *berbicara adalah proses perubahan wujud pikiran/perasaan menjadi wujud ujaran*. While Laksono (1982:25) said that *berbicara atau bertutur adalah perbuatan menghasilkan bahasa untuk berkomunikasi sebagai salah satu keterampilan dasar dalam berbahasa*. While Muchsin in Carolina (2001:18) stated that *berbicara adalah keterampilan memproduksi arus sistem bunyi artikulasi untuk menyampaikan kehendak, kebutuhan, perasaan, dan keinginan pada orang lain*. Based on the third statement above can be concluded that speaking is the ability to communicate and to convey an idea through spoken to someone.

In this social life there are no people who do not communicate with others, every human being is required to have good communication skills to express the ideas, feelings, and desirable need to other. Open minded to each other like this, it will establish a good relationship with others as well. According to Nurhatim (2009:1) speaking is a form of verbal communication carried out by humans in the context of expressing ideas and ideas that have been compiled in mind.

Tarigan (1990:8) said that *berbicara adalah cara untuk berkomunikasi yang berpengaruh hidup kita sehari-hari*. It means that speaking as the way of communication in social life which can affect our daily lives with other. The smarter we are at communicating, the easier it will be for us to build good relationships with others.

Speaking skill is one of the key in the human life to improve their communication. According to Tarigan (1984:15) *kemampuan berbicara adalah kemampuan mengucapkan bunyi- bunyi artikulasi kata- kata, yaitu mengekspresikan, menyatakan, serta menyampaikan pikiran, gagasan dan perasaan*. Which means, speaking is the ability to deliver an idea and the researcher concludes that the waiter or waitress at Grand Mercure Bandung Setiabudi must have good speaking skill, in order to give an information to the customer.

Ladousse in Nunan (1991:23) added that speaking is described as the activity as the ability to express oneself in the situation or activity to report acts or situation in precise words or the ability to converse to express a sequence of ideas fluently. It means that speaking is a situation where we can express our feelings or idea for someone fluently. Wilson (1983:5) defined that speaking as development of the relationship between speaker and listener. In additions speaking determining which logical linguistic, psychological a physical rule should be applied in a given communicate situation. It means that the main objective of speaking is for communication,

the speaker should know exactly what someone wants to speak or to communicate.

There are six categories of speaking skill area from Brown (2004: 271) as follows:

1. Imitative

This category includes the ability to practice an intonation and focusing on some particular elements of language form. That is just imitating a word, phrase or sentence. The important thing here is focusing on pronunciation. The teacher uses drilling in the teaching learning process. The reason is by using drilling, students get opportunity to listen and to orally repeat some words.

2. Intensive

This is the students' speaking performance that is practicing some phonological and grammatical aspects of language. It usually places students doing the task in pairs (group work), for example, reading aloud that includes reading paragraph, reading dialogue with partner in turn, reading information from chart, etc.

3. Responsive

Responsive performance includes interaction and text comprehension but at the somewhat limited level of very short conversation, standard greeting and small talk, simple request and

comments. This is a kind of short replies to teacher or student-initiated questions or comments, giving instructions and directions. Those replies are usually sufficient and meaningful.

4. Transactional (dialogue)

It is carried out of the purpose of conveying or exchanging specific information. For example, here is conversation which is done in pair work.

5. Interpersonal (dialogue)

Is it carried out more for the purpose of maintaining social relationships than for the transmission of facts and information. The forms of personal speaking performance are interview, role play, discussions, conversations, and games.

6. Extensive (monologue)

Teacher gives students extended monologues in the form of oral reports, summaries, and storytelling and short speeches. Based on the theory above, it can be concluded that there are some points that should be considered in assessing speaking. The students need to know at least the pronunciation, vocabularies, and language functions that they are going to use. When the students have been ready and prepared for the activity, they can use the language appropriately.

Speaking skill could be judge from five aspects, they are; Intonation, pronunciations, grammar, fluency and diction. According to Florez (1999) in Torky (2006) a good English speaker is who fulfilled the elements as follows:

1. Using grammar structures accurately.
2. Assessing characteristics of the target audience, including shared knowledge, status and power relations, or differences in perspectives.
3. Selecting vocabulary that is understandable and appropriate for the audience, the topic being discussed, and the setting in which the speech act occurs.
4. Applying strategies to enhance comprehensibility, such as emphasizing key words, rephrasing, or checking for listener's comprehension.
5. Paying attention to the success of the interaction and adjusting components of speech such as vocabulary, rate of speech, and complexity of grammar structures to maximize listener's comprehension and involvement.

2.2.1 Assessing Speaking Skill

In this era, speaking skill is one of the important ability in language learning that must be owned by the people. In speaking activity, people can convey the idea or certain message with other people. Hornby (1995) stated that through speaking language learners will be judged upon most in real life situation.

In assessing speaking skill, there are some criteria that should be concerned by the assessor.

According to Gower (1995: 99-100) speaking has many different aspects including two major categories accuracy, involving the correct use of vocabulary, grammar and pronunciation practiced through controlled and guided activities; and, fluency, considered to be the ability to keep going when speaking spontaneously. From the statements above it can be conclude that in spoken language the speaker should pay attention into two things, accuracy, and fluency. It is intended that the listener can hear a phrase with precision and clarity, thereby minimizing errors.

1. Accuracy

Speaking accurately means that speak without errors of vocabulary, grammar, and pronunciation. As stated by Gower (1995: 99-100) accuracy, involving the correct use of vocabulary, grammar, and pronunciation practiced through controlled and guide activities.

1) Vocabulary

Vocabulary is the basic element and very important thing in all of languages, including English. Vocabulary is a one of component in language that should be mastered. Hornby (2005:1707) stated that, vocabulary is commonly defined as all words that a person knows or uses. It means, without vocabulary we cannot say or describe what would like to say and without vocabulary we cannot or find it hard to communicate each other.

2) Grammar

Grammar is fundamental for a language, every single language has grammar. The grammar of a language is the set of rules that govern its structure. Grammar determines how words are arranged to form meaningful sentences. According to Shastri (2010:109), grammar is defined as the total mechanism of a language that helps to communicate correctly and appropriately. Thus, people who know and understand about grammar would communicate well because they know the system of its language.

3) Pronunciation

Pronunciation refers to the ability to use the correct stress, rhythm, and intonation of a word in spoken language. Seidlhofer (1994) clarified that pronunciation is the production of significant sound used by a particular language as part of the code of the language, and used to achieve meaning in context. It means that pronunciation is the speech production that creates meanings. Pronunciation is probably one of the hardest speaking skills in English to learn because learning pronunciation takes much time and effort to improve understanding how to pronounce correctly. When speaking English, the speakers and the listeners are having a mutual relationship of communication. They affect each other by means that in order that the listeners can grasp the message of what is said, the speakers have to

speak with a correct pronunciation by means the English sounds are pronounced correctly. Otherwise, the listeners will undergo misunderstanding caused by the incorrect pronunciation.

2. Fluency

Fluency means being able to communicate the ideas without having to stop and think too much about what want to say. According to Gower (1995, 99-100) fluency is considered to be the ability to keep going when speaking spontaneously.

While Garbutt and O'Sullivan (1991:146) stated that there are 3 main criteria that can be used to assess the English speaking skill, that is through:

1. Pronunciation
2. Grammar
3. Effective of Communication

To assess English speaking skill the researcher will use Garbutt and O'Sullivan (1991:146) as a Grand Theory and focused to the effective of communication. Effective of communication is ability to make good communication with the interlocutors, and the checklist below presents some of the key characteristics of effective communication, such as: speaker's purpose, volume, speed, eye contact, feedback, body language and content.

Checklist of Affective Communication

Speaker's Purpose	
Very Clear	The speaker can deliver his/her purpose to the foreign guest clearly
Fairy Clear	The speaker having difficulty in delivering his/her purpose to the foreign guest but still understandable
Unclear	The speaker have a lot of difficulties in delivering his/her purpose to the foreign guest do not understand what the speaker said

Volume	
Too Loud	The speaker speaks too loud
Just Right	The speaker speaks in a right level
Not loud enough	The foreign guest cannot hear what the speaker spoke

Speed	
Too Fast	The speaker speed too fast
Just Right	The speaker speaks in the right speed
Too Low	The speaker speaks slowly, lot of interlude

Eyes Contact	
Maintain eye contact	The speaker keep an eye contact when he/she make an conversation to the foreign guest
Avoid eye contact	The speaker avoids eye contact when he/she make conversation to the foreign guest

Feedback	
Always	The speaker always gives a feedback when talking to the foreign guest
Sometimes	The speaker sometimes gives a feedback when talking to the foreign guest
Never	The speaker never gives feedback to the foreign guest

Body Language	
Appears Nervous	The speakers is not confident to make a conversation with guest
Appears Relaxed	The speaker is confidence to make a conversation to the guest

Content	
Totally Relevant	The content of the speaker in giving explanation is totally relevant with the subject
Sometimes Irrelevant	The content of the speaker in giving explanation is sometimes with the subject
Totally Irrelevant	The content of the speaker in giving explanation is totally irrelevant with the subject

Source: Garbutt and O'Sullivan (1991 : 146)

2.3 Waiter or Waitress

Understanding of Waiter or Waitress According to Ir. Endar Sugiarto, MM in his book *Pengantar Akomodasi dan Restoran (1998)* ialah karyawan restoran hotel yang mempunyai tugas dan tanggung jawab untuk melayani kebutuhan makanan dan minuman bagi para pelanggan hotel secara professional.

While Marsum (2005:90) said:

Pramusaji adalah karyawan/karyawati di sebuah restoran yang bertugas menunggu tamu- tamu, mebuat tamu-tamu merasa mendapat sambutan yang baik dan nyaman, mengambil pesanan makanan dan minuman serta menyajikannya, juga membersihkan restoran dan lingkungannya serta mempersiapkan meja makan untuk tamu berikutnya.

Therefore the waiter or waitress, the person in charge of working in the field of serving, in this case such as deliver food and drink or at least the dish

to the guests. The waiter or waitress must also be able to greet guests well and make guests feel comfortable.

The waiter or waitress's role is to help management to achieve the goals of the restaurant, which is to give satisfaction to customers and make a profit. They deal directly with guests so that their appearance can affect guests' opinions of the restaurant, a waiter must be able to make guests happy with his service to come back.

Abilities that must be possessed by a waiter or waitress include:

- (1) Having good qualities and habits,
- (2) Knowledge relating to his duties,
- (3) The ability of language, especially English to be able to communicate with the guest they are facing,
- (4) Knowing about food and drinks served at restaurants,
- (5) Good Looking.

The waiter or waitress duty is very important because it deals directly with the guests so that everything done by a waiter or waitress can have a good or bad influence on the image of the restaurant.

The waiter or waitress there are in a part of F&B Department, this department is one of the department consist in hotel which have function to handles the food and beverages service.

2.4 Hotel Restaurant

Hotel restaurant is one of the outlets in a hotel whose scope of activities is to provide food and drinks for guests who stay overnight or for the general public.

Hotel Restaurant is managed by the F&B Department and is one of the most important outlets in a hotel because it provides the main needs of guests in addition to rooms, namely food and drinks that fit the hotel class itself.

2.5 Food and Beverage Department

According to Soekresno and Pendit (1998:4) Food & Beverage Department *merupakan salah satu bagian dari hotel yang mengurus dan bertanggung jawab terhadap kebutuhan pelayanan makanan dan minuman serta kebutuhan lain yang terkait dari para tamu yang tinggal maupun yang tidak tinggal dihotel tersebut dan dikelola secara komersial.*

Based on the statement above can be concluded that Food and Beverage Department is department that handles and be responsible for the food and beverage services needed by guests in the hotel. Even though, this department does not only handles food and beverage service, but also another services needed by guest such as pool and fitness center, spa and body massage, and ktv lounge.

In the Food and Beverage Department the term service itself can be described as follows (Pendit & Sudarta, 2004: 47-48).

S: Smiles for Everyone

E: Excellence in everything we do

R: Reaching out to every guest with hospitality

V: Viewing every guest as special

I: Inviting guests to return

C: Creating a warm atmosphere

E: Eye contact that shows we care

Thus it can be concluded that the entire of Food and Beverage staff is required to have the criteria as mentioned above, especially the waiter or waitress. Starting from having a great performance such as looking attractive and neat, friendly, smiling, can create a warm and pleasant atmosphere, having knowledge about the food contained in the menu, also must be good at foreign languages, especially English. Some of the restaurant visitors can be sure among them are foreigners. Therefore it becomes an obligation for a waiter or waitress to be able to speak a foreign language.

The general duties of waiters and waitresses are greeting customers, escorting them to chairs, giving menus, and taking to delivering ordered food and drinks. They are also tasked to answer questions, explain menus and other special offers.

Service to guests begins when guests enter the restaurant and will be remembered by guests after guests leave the restaurant or remembered forever. In providing service to guests the waiter or waitress must really pay attention to the desires of guests, guest satisfaction is determined by how a

waiter or waitress provides service, a waiter or waitress must be friendly, polite, and smile to guests. Good service quality will increase guest satisfaction and guests will also give a good image to the company. Therefore, maximum service is needed.

2.6 Hotel

Hotel is accommodation business entity that provides lodging services, provides food and beverages and provides other service facilities such as reflections, and of all these services applies to all visitors who stay at the hotel or who use the facilities certain provided by the hotel.

According to Lawson (1976:27) *hotel adalah sarana tempat tinggal umum untuk wisatawan dengan memberikan pelayanan jasa kamar, penyedia makanan dan minuman serta akomodasi dengan syarat pembayaran.* While Sulastiyono (2001:6) said *hotel merupakan sebuah usaha komersial yang menyediakan tempat menginap, makanan dan pelayanan-pelayanan umum lainnya.*

The main function of the hotel is as a means to fulfill the needs of guests (tourists or travelers) as a temporary place to stay while away from their original place. In general, the main needs of guests in the hotel are rest, sleep, shower, eat, drink, entertainments and others. But with the development and progress of the hotel today, the hotel functions not only as a place to stay or rest for guests, but its function is increasing as the purpose of conferences,

seminars, workshops, national deliberations and other such activities which of course provide complete facilities and infrastructure.

Thus the function of the hotel as a commercial facility not only to stay, rest, eat and drink but also as a place to carry out various activities following the purpose of the hotel market.

For example Grand Mercure Bandung Setiabudi which is one of the five star hotels in Bandung has a wide range of international-level facilities as the purpose of this hotel market, the facilities include:

- a. 205 Rooms (52 Superior Rooms, 27 Superior Balcony, 11 Superior Premium, 50 Delux, 45 Delux Balcony, 6 Previlage Room, 8 The Lagoon, 5 Junior Suite, 1 Executive Suite Room)
- b. Grand Ballroom with a capacity of 1700 people
- c. 12 Meeting Rooms
- d. Jing Paradise Chinese Fine Dining
- e. Hardy's Restaurant
- f. So'ren Lounge
- g. Poolbar
- h. Kepler Sky Lounge
- i. Kids Club
- j. Spa & Fitness center
- k. Taxi Shuttle
- l. Table Tennis Area
- m. Outdoor Garden
- n. Warm Sparkling Pool

The various facilities above is expected to satisfy the guests present, both local and foreign guests, because Grand Mercure Bandung Setiabudi is a five star hotel, so the facilities it provides must also be of international standard.

The facilities provided are also expected to increase the value of the sale of the hotel itself, because in addition to selling rooms, Grand Mercure Bandung Setiabudi can also sell the available facilities so that the profits will be far more.

Hotels that have many facilities inside, especially with international standards, will get various benefits, one of which can attract the attention of visitors to come again, and also can increase revenue and good impression of the country where the hotel is located

In supporting the development of the country, the hotel business has a role, among others:

1. Improve people's industry
2. Creating jobs
3. Assist in business education and training
4. Increase regional and state revenues
5. Increase the country's foreign exchange
6. Improve relations between nations.

Hotel have the departments to running the business or to manage 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 an 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.

2.6.1 The Type of Hotel

Hotels can be divided into several types, namely based on the location of the hotel is located, based on the star or class, type of guests who stay, length of stay, purpose of visit, duration of operation, and ownership. The following will explain the type of hotel in several categories, namely as follows:

2.6.1.1 Type of Hotel based on Location

1. City Hotels is a hotel located in the middle of a big city that is mostly rented for business purposes. City hotels can also be further divided into, Downtown Hotels which are hotels located in the city crowd. Usually close to places of business, shopping, and the like.
2. Inn is a hotel built on the edge of town that has simple facilities that are rented out to traveling merchants. Usually have a relatively cheaper price than other types of hotels.
3. Mote/Motorbike Hotels are hotels located on the edge of the highway and are usually right on the border between two or more large cities built or rented for people who want to stay overnight or just rest temporarily because they cannot continue their journey to a place. The hotel provides room facilities which are equipped with a large parking area to park guests' vehicles.
4. Suburban Hotels are hotels that are built on the edge of the city close to residential areas.
5. Country Hotels is a hotel that is built in a quiet area and away from the city crowd. Usually located in villages, mountains, or remote places.
6. Resort Hotels are hotels that are close to tourist destinations that are usually rented out for people who

want to holiday. Resort hotels can be further divided into several subcategories, namely:

- a. Beach Hotel is a hotel that is built near or off the coast that usually provides facilities that are suitable for the beach such as water sports.
 - b. Amusement Hotel is a hotel that is built in an entertainment or recreation area such as dream land.
 - c. Cliff Hotel is a hotel that is built in a high location that has a beautiful view.
 - d. Mountain/Hill Hotel is a hotel built in a mountainous area. Usually provides facilities that contain elements of adventure.
 - e. Ravine Hotel is a hotel built on a slope such as a cliff or Valley.
 - f. Riverside Hotel is a hotel built in the river area.
 - g. Lake Hotel is a hotel that is built close to the lake. This hotel usually provides facilities such as water sports or adventure elements.
 - h. Forest Hotel is a hotel that is built in a forest area that relies on calmness or nature.
7. Airport Hotels are hotels that are built close to the airport. Usually hired by plane passengers who delay or just take a break before continuing a long journey.

8. Railway station Hotels is a hotel that is built close to the train station.
9. Harbor Hotels is a hotel built close to the sea port.
10. Transit Hotels is a hotel that is close to the bus station.

2.6.1.2 Type of Hotel based on Star or Class

1. One star hotels are hotels that have small facilities that are usually managed by the owner directly. This type of hotel is usually located close to the crowd at very cheap prices.

The following are the characteristics of a one-star hotel:

- a. Minimum number of rooms 15.
- b. Minimum room area of 20 m².

2. Two star hotel is a hotel with well-maintained and neat facilities that are usually located in locations that are easily accessible but free of air pollution. The characteristics are:

- a. Minimum 20 rooms.
- b. Suite room 1.
- c. Has a telephone and television.
- d. Minimum standard room area is 22 m².
- e. Minimum suite room size of 44 m².
- f. Has more security.
- g. There are sports venues.
- h. Has a restaurant and bar.

3. Three star hotel is a hotel that offers better service than a 2-star hotel with more spacious rooms, more complete facilities, and a lobby that has more attention to decorating and with more professional staff. The following characteristics:

- a. Has a minimum number of rooms 30.
- b. There are at least 2 suites.
- c. The minimum area of a standard room is 24 m².
- d. The minimum area of a suite room is 48 m².
- e. Has a place of recreation as well as sports.
- f. Has an air conditioner.
- g. There is a Restaurant.
- h. Has Concierge Staff.

4. Four star hotels are hotels that have more professional staff with more complete and extensive facilities. Usually there are places to shop and with a swimming pool. The following characteristics:

- a. Has a minimum number of standard rooms, 50 rooms.
- b. Has a minimum number of suites, 3 rooms.
- c. The minimum area of a standard room is 24 m².
- d. The minimum area of a suite room is 48 m².
- e. Has a rest area.
- f. Has a place of recreation or sports.

g. Has hot and cold running water.

5. Five star hotel is a hotel that has the most luxurious class with multi professional staff. Having more services such as the provision of welcome drink and several facilities such as:

a. Has a minimum number of standard rooms, 100 rooms.

b. Has a minimum number of suites, which are 5 rooms.

c. The minimum area of a standard room is 26 m².

d. The minimum area of a suite room is 52 m².

e. Has 24 hour room service.

f. Has a restaurant, bar, swimming pool, recreation, concierge staff, and many more.

2.6.1.3 Type of Hotel based on Guest Staying

1. Individual hotel is a hotel that is built and rented for guests who come individually without bringing colleagues, family or groups.

2. Family hotels are hotels that are built and rented out for families. Usually equipped with a fitness center, business center, Children Play Ground.

3. Group hotels are hotels that are rented by most guests in large numbers.

4. Traveler hotel is a hotel that is built and rented for guests who are traveling long distances and want to just rest.
5. Businessman hotel is a hotel that is built and rented for people who are on a business trip somewhere and want to just rest.
6. Official hotels are hotels that are built and rented for VIP guests such as the president, owner, prime minister.
7. Incentive hotels are hotels intended for staff or members of an institution or organization.
8. Walk in hotel is a hotel that was built with a very easy check-in process, just need to come and ask for room availability.