

Chapter II

Literature Review

2.1. Previous Research

In this study the writer of this study reviewed earlier studies that were pertinent to it and included their findings in their analysis. Research examines the topic of English Speaking Fluency of Guest Service Agent (GSA) in Ibis Bandung Trans Studio Hotel. There are some researches the topic of English Speaking such as: Fauziah (2019), Nasya (2018), Anabel (2022), Saldaria (2019) and Ramli (2020).

First, the research from Fauziah (2019) with the title An Analysis of Speaking English Skill of Guest Service Agent at the Front Office of Aryaduta Hotel is analyze speaking English of Guest Service Agent at Aryaduta Hotel, the method the writer use is qualitative approach with interview and questionnaire, the result of the research is Guest Service Agent at Aryaduta hotel are have good speaking skill in generally but them recognize that their English speaking skill still need to improve.

Second, the research from Nasya (2018) with the title The Influence of Speaking Skills of Guest Service Agent (GSA) in Sheraton Bandung Hotel & Towers, using the theory of Speaking Skills from Burns & Joys (1994), the result of the research is the Guest Service Agent in Sheraton Bandung Hotel & Towers is not very good in speaking English is the lack of practice every day and not enough to do dominate the vocabulary.

Third, the research from Anabel (2022) with the title Obtaining Preferences from a Hybrid Learning System to Promote English-Speaking Ability Through

Focus Group Discussion, with the method of Focus Group Discussion (FGD) and description approach, the result of the research is revealed that college students faced speaking challenges during hybrid learning to hone their speaking fluency. Emerging themes were identified wherein in a hybrid learning system, the lecturer utilized multifaceted learning, digital resources and communication tools to improve students' speaking fluency.

Fourth, the research from Saldaria (2019) with the title Speaking skill of elementary school students reviewed by gender, with the method using quantitative design within *ex post facto* method, the result of the research is useful to identify students' speaking skill so teacher can give appropriate treatment to improve students' speaking skill based on their necessities.

Fifth, the research from Ramli (2020) with the title An Analysis of Hospitality Students' Speaking Difficulties in the Hotel Front Office at SMKN 1 Sintuk Toboh Gadang, with using the method descriptive qualitative, the results of this research indicate that hospitality students grade eleven faced difficulties in speaking at hotel front office.

2.2. Linguistics

Linguistics is the study of language according to Kridalaksana (1983 in Effendi, 2012) linguistics is technically the branch of science that investigates or investigates the nature and subtleties of language. Language in general that humans have as a means of communication or linguistics is the science of language or the science that scientifically investigates language, study, study, or examine the nature and complexities of language, namely language in general that humans have as a

means of communication either language or the field of research that studies language.

Language one of the most important aspect because of people can communication between two people for delivery the idea according Tarigan (1985 in Putri, 2017) as a body of knowledge obtained by applying the scientific method to linguistic phenomenon, define. The communication in life could be more easier because of language and speaking. Linguistics study is the crucial part of study language also from O'Grady and Drobrovolsky in Contemporary Linguistics Analysis, language serves as a system of communication, a conduit for ideas, a platform for artistic expression, and more social institution, a source of political debate, and a national-building force building.

2.2.1 Phonology & Phonetics

Phonology and phonetics is the part from Linguistics part. Phonology is a subfield of linguistics will teach us how sounds are systematically organized and how to produce them in a language according to (Peter in Annisa, 2020), phonology is the study of the structure and distribution of sounds in a language. Based from the state of Peter that everyone who understands the meaning of a sound (language) may comprehend what others are thinking. We can recognize a select few regular sounds (vowel and consonant) when they appear in varied relationships with other sounds.

Phonetics is the outcome of the letters we utter, expressed as sounds according to Ashar (1989:3 in Annisa, 2020) the goal of phonetics is to offer an inventory and description of the sounds used in speech. There are various angles from which to view these sounds. The sound is first produced by the source, then it is conveyed through a medium, and finally it is heard by the receiver. The an

inventory and description of the sounds used in speech are provided by phonetics. Understanding the many components of the vocal tract is required in order to grasp how speech sounds are formed. These various components are referred to as articulators, and the study of them is known as articulator phonetic.

2.3. Speaking Skill

As we know there is the four skills of listening, speaking, reading and writing. All the components are very important in daily conversation. On this research the writer focus on speaking. Speaking is the most important aspect in our life. For the majority of English language learners, speaking comes first (Florez, 1999 in Torkey, 2006). Throughout speaking human can connected one another. Speaking is referred to as a method for expressing matured or organized ideas that are tailored to the needs of the listener. Speaking is essentially the verbal sound expression of one's thoughts and emotions. Instinct, mind, and thinking are the first sources of this encouragement. (Ciptarja, 2008 in Saldaria 2019). Speaking is a sound of every single words people who has meaning or messages. Speaking, according to Tarigan (2013), is the ability to articulate sounds or words to communicate and transmit thoughts, ideas, and feelings.

From the above the writer make conclusion speaking is the ability to speak words when practicing a language. Another crucial ability that people need to improve is speaking. Speaking is a way to loudly express one's thoughts through voice, idea or chat. This implies that when someone communicates with others by being cruel, they definitely intend to convey a significant message and that other people be able to understand it. Important messages must be delivered in a clear

manner to the intended recipient. People could understand when you speak because they can understand what you mean.

2.3.1 The Component of Speaking

In speaking abilities people may to know basic of the components of speaking such as fluency, grammar, vocabulary, comprehension and pronounce. If people mastered with that five component it means that they a good speaker. Our speaking skill going to better if we mastered it. We need to make sure that we speak very fluent to people. There is a lot of word and sometime one word has the same meaning that why we need to know many vocabularies. If we weren't speak in the right pronunciation everything gone wrong. People may misunderstand about it. According to Language Assessment by Brown & Abeywickrama 2019 there are some fundamentals basic aspects need to know the way speaking such as grammar, vocabulary, comprehension, pronunciation and fluency.

The writer going to measure the fluency level of the speaker from the typical disfluent perspective. There are four components was used to indicate which level of fluency the speakers belong. This method is adopted from (Stockdale 2009:26-27 in Mairi 2016) such as:

1. Speech Rate (SR)

In speech rate, the pruned syllables and all disfluencies are excluded in the measurement. To calculate speech rate the number of all syllables in divided by the total time required to produce the speech sample in seconds. Then the result is multiplied by 60 to find syllables per minute. To give the standard of normal speaking rate syllables, the Tennessee Department of Education Fluency Resource Packet (2009:24) sets 162-230 is number of syllables adolescent or adult normally could produce per minute.

2. Pause Rate (PR)

The total number of pause and filled pauses such as uhm, err, emm including corrections and repetitions are divided by total amount of time expressed in seconds and multiplied by 100.

3. Disfluent Syllable (DS)

Disfluent syllables is calculated by subtracting the number of pruned syllables from the number of total syllables in the sample. Pruned syllables included filters, errors, and repetitions. The results is the number of disfluent syllables which is then divided by 230 as the highest normal number of syllables per minute and multiplied by the total time in second.

4. Mean Length of Runs (MLR)

Mean length of run between pauses measures the average number of syllables produced in runs of speech between pauses and other disfluencies to give an idea how much is said without interruption. Mean length of runs is calculated by subtracting the total number of syllables by the times of pauses above 0.3 seconds and other disfluencies then divided by the normal amount of syllables per minutes for the set time of speech sample which is 2 minutes.

To get the fluency level, the mean score of the four components is matched with the following table which was adapted from the Fluency Scale Ordinate by Jong and Hulstjin (2009:47-48) to the preferred implementable form used in this research. The scale proposed as Fluency Scale Ordinate Corporation in (Jong and Hulstijn 2009:47-48 in Mairi 2016).

Mainly, a comprehensive analysis and research were conducted by finding the indicators and instruments indicating speaking fluency aspects and levels. Each

indicator was analyzed in detail to each sample so that the detailed result information used to classify students' fluency into several levels.

2.4. Fluency Scale Ordinate

In fluency there are many categories which is must be considered because people need to explain or delivery messages throughout speaking fluency so we must have an assessment system. According to Jong & Hulstjin (2009) there is 6 points or score or it call as level:

Level	Description
0	DISFLUENT. Candidate speech is very slow and seems labored and very poor, with many discernable phrase grouping and with multiple, hesitations, pause, false starts and/or major phonological simplifications. In an utterance, most words are isolated and there are may long pauses.
1	LIMITED Fluency. Candidate speech is slow and has irregular phrasing or sentence rhythm. Poor phrasing, staccato or syllabic timing, multiple hesitation, many repetitions or false starts render the spoken performance notably uneven or discontinuous. Long utterances have several long pauses.
2	INTERMEDIATE Fluency. Candidate speech may be uneven or somewhat staccato. Utterance (if ≥ 6 words) has at least one smooth 3 word run and there are several long pauses, but not unlimited.
3	GOOD Fluency. Candidate speech has acceptable speed, but may be somewhat uneven. Long utterances may exhibit some hesitation; but most words are spoken in continuous phrases. There are several repetition or false starts per utterance. Speech has no too many long pauses, and does not sound staccato.
4	ADVANCED Fluency. Candidate utterance has acceptable rhythm, with appropriate phrasing and word emphasis. Utterances have no

	more five hesitations, repetitions or false starts. There is only one to five significantly non-native phonological hesitation.
5	NATIVE-LIKE Fluency. Candidate utterance exhibits smooth native-like rhythm and phrasing, with no more than one hesitation, repetitions, false star, or non-native phonological simplification. The overall speech sounds natural.

Table 1. Fluency Scale Ordinate by Jong & Hustjin (2009)

2.5 Definition of Hotel

Hotel is an accommodation place for people who want to stay because of business or maybe need stay for relaxing. According to decree of Minister of Tourism, post, and Telecommunications No. KM 37/PW.340/MPPT-86 (Sulastiyono in Pertiwi 2017), Hotel is a type of accommodation that uses part or all of the building to provide lodging, food and beverage services and other supporting services for the public which are managed commercially.

Hotel is a building which is running for business. Hotel also can call as part of tourism infrastructure. Accoding to Sulastiyono (2011 in Fauziah, 2019) that a hotel is a crucial component of the tourism industry and may be seen as a type of lodging enterprise that offers services for a fee.

From the explain from above to the writer conclude, hotel is a place to stay or to feel relaxation and enjoy they meals and drink for a night or maybe more than one day and pay for the all facilities. In hotel people could do many things such as just enjoy or do the business trip. People has their own business it depend on what the priority of them. All the activity in hotel included the facilities can be use for guests if they pay rent for that. The facilities in hotel such as spa, gym, swimming pool, restaurant & bare, club kids and many more.

There are two types of hotels based on their ownership status, namely Independent Hotel Management and Chain Hotel Management. Independent hotel is a hotel with independent ownership and management without interference or certain party systems that must be followed. or a certain party system that must be followed. Management is carried out without the help of hotel operator services. This type of hotel is usually managed by an individual or family as its head-office.

Hotels that are part of a chain are not standalone establishments. This indicates that there is an ownership and management arrangement with other hotels or businesses. The hotel chain is involved in the full operational process. A hotel chain's existence and its brand are closely related to one another. Additionally, it has a structure or system for cooperation. In Indonesia, there are two different forms of chain hotel management: national chain hotel management and international chain hotel management. International Chain Hotel Management) and domestic (Chain Hotel Management).

Hotels as service providers and lodging business ventures certainly have parts or departments that carry out their respective functions. According Sulastiyono (2011:63 in Fauziah, 2019). Hotel has several departments namely, Front Office, Housekeeping, Food and Beverage, Sales and Marketing, Accounting, Human Resources, Engineering, Security. There is are the list of departments as a follow:

1. Front Office Department

Front office is the first department face the guests. Front office is a representation of a department inside a company that interacts with guests directly.

This department receives its duty and primary function from the hotel's front desk. This division must sell the room to the guests and give all the information of hotel.

2. Housekeeping

The department of housekeeping is in charge of setting up the furniture, keeping everything tidy, and supplying decor so that the hotel is appealing to guests and looks neat, clean, and well-kept.

3. Food and Beverage

The area of the hotel where food and beverage service needs, as well as other associated needs of visitors who stay or do not stay at the hotel, are managed commercially and professionally is called the Food and Beverage Department. Food and beverage take all the responsibility for all the food and drink in hotel for wedding and for meeting

4. Sales and Marketing

Sales marketing divided into two parts. Sales has role to sell everything product in hotel such as room and food and beverage. For marketing has role to promote the product of hotel through the social media or maybe from the travel agent online what they sell and had.

5. Accounting/Finance

The hotel's accounting department is in charge of overseeing all financial matters, including inflow and outflow of cash. The purchasing and accounts payable divisions, which are in charge of making purchases and paying supplier obligations, are supervised by the accounting department.

6. Human Resources

A human resources (HR) department performs human resource management functions, such as finding, hiring, training, and supporting new employees.

7. Engineering

The hotel's Engineering Department is in charge of keeping all of the facilities and equipment in the building in good working order so that all hotel operations can run smoothly.

8. Security

The Security Department is the part of the hotel that oversees maintaining the security of the hotel and everything in it.

Even though in hotel there are have several department but the writer focus on Front Office Department especially in Guest Service Agent.

2.5.1 Front Office

Front office is the first department face guests directly. Front office has responsibility to sell the room guest. Front office also need to take the responsibility for all the activities in hotel. Front office makes sure all payment from the guest done to be pay before check out time. The responsibility of front office is to sell the room to guest, handle process check in, handle payment for all the payment such as room and laundry, and also handle process check out for the guest. Front office also have to fix the problem from the guests also handle all the complains come from guest about all department. Sulastiyono (2002:67 in Veronica, 2018), claims that the front office is the area of the hotel where customers check in, order rooms, request information, are received and accommodated, and make payments and receive payments from guests. Front office come from the English language "Front"

which means front and "Office" which means office of claims Bagyono (2016 in Fauziah, 2019).

The writer conclude that front office is very important department because of front office is the very first department to face the guests when the guests walk into hotel. Role of the front office needed to know more about every detail in hotel such need to greeting guests. Give the information about hotel to the guests. Must to know what is the accommodation in hotel or near with hotel. Make sure the guests about the reservation, register guests to enter the hotel. Could read the guests gesture without even ask them. Solves the problem or complain in hotel from the other department or from the guests and also paying attention to guest payments. Front office has several part and function such as:

1. Front Office Manager

To measure how well every Front Office person is performing their job. must be at the front throughout operating hours, monitor service standards, and welcome and help VIP visitors. Additionally, swiftly, effectively, and courteously resolve any issues with guests.

2. Co- Manager

Co- manager usually replace a deputy manager to solving the problem which is if a deputy manager is not there so co-manager must to replace. Assist the Front Office Manager to conduct regular communication meeting and ensure that departmental briefing and meeting are effective and conduct as necessary.

3. Telephone Operator

Telephone operator is one of part in front office. The job is to receive telephone, both calls from inside and outside the hotel.

4. Reservation

To process reservations from sales offices, other departments of the hotel, travel online agents, tour operators, email, phone. Inform to front desk about the reservation request.

5. GRO (Guest Relation Officer)

GRO (Guest Service Order) has responsibility due to making welcome letter for VIP guests. Make VIP report for VIP guests. Do a check in and check out process for VIP guests.

6. Concierge

The job desk of concierge is to handle all lost and found guest item. Deliver guests luggage to their room. Offer a help to every guest that bring luggage and greet all the guest

7. GSA (Guest Service Agent)

Gues Service Agent is the most important part in front office department. Guest Service Agent has job desk such as do a check in and check out process effective and efficient. Give more information about hotel service product and hotel information. Do up-selling guest rooms and promoting hotel services that day. Handle all the guest complaints. Prepare guests bill and make payment process.

Furthermore, one of a hotel's main functions is the front office. The front desk monitors the majority of hotel activity. The front desk is also the first area of service that clients interact with, and any complaints are directed there. The phrase "the first and the last impression of the guest" refers to the front desk, where guests will receive both their initial and final impressions.

2.6. Ibis Bandung Trans Studio

Ibis Bandung Trans Studio under Accor management. The General Manager for now is Indra Gunawan. The location of Ibis Bandung Trans Studio at Gatot Subroto no 289, Bandung West Java Indonesia. Ibis Bandung Trans Studio comfortable for guest who want staycation or business trip. For a staycation, the 3-star ibis Bandung Trans Studio hotel is ideal. Easy to get by automobile from the Buah Batu toll exit, 25 minutes from the railway station, 5 minutes to the gastronomic center, and close to the manufacturing outlets in Riau. The quickest route to Trans Studio Bandung and Trans Studio Mall is via Ibis Bandung Trans Studio. The hotel district is a one-stop location where you can stay, shop, and have fun with family and friends. Ibis Bandung Trans Studio has 554 rooms with a restaurant call as Oopen Restaurant. Guests can really enjoy the view and the facilities such as room, restaurant and wifi with fast speed.

Ibis Bandung Trans Studio has 22 floors with 554 room and 13 Meetings Room. Ibis Bandung Trans Studio Hotel have ballroom guest usually use that for meeting until 300 people or even wedding. In Ibis Trans Studio guest don't have to worry because Ibis has many floors and room for guest to come. In Ibis Bandung Trans Studio there are several floor who design for smooking room and non smooking. Ibis Bandung Trans Studio also known as Ibis red or Ibis music, if the guests want to enjoy, relaxing and fun Ibis is the best idea. The staff in Ibis Bandung Trans Studio really cheerful and helpful for guest who stay in Ibis. This hotel near with the transportation stations and also the capital of Bandung city. Ibis Bandung Trans Studio Hotel be the best destination for family gathering and business part.

The staff in Ibis so cheerful and helpful for all guest who stay in Ibis Bandung Trans Studio.

2.7. Relation between GSA with English Speaking Skill

As we all know that Guest Service Agent is the staff who has most interaction and faced with guests a lot. GSA staff must to know what is the purpose of guests come to the hotel. GSA staff must to read the gesture of all the guests. The guests are not only from local but also could be come from International. English is very important language for people to talk to. Because English is the international language, not only in hotel industry but in medical, education and many more.

English speaking skill make people easier to communicate one another. If the guests from aboard English will be the main language. English speaking skill help the guests understand what the GSA staff want to tell about the information. How the GSA staff delivery the product and all the information about hotel as well. Without English speaking skill the guests and also the GSA staff wouldn't know the purpose of one another. GSA staff must master it English speaking skill to inform and to deliver the messages to the guests.

The relation between GSA with English Speaking is the GSA staff must to delivery all the information and the product that hotel has to the guests. Without English speaking skill they can lost translation and do not understand one another. GSA staff must know many vocabularies, how to pronunciation and how fluent GSA staff speaking in English. If GSA staff didn't know about English Speaking skill lit will be influence the first impression guests about the hotel. That why English speaking skill is important part in front office.