

An Analysis English-Speaking Skill of Receptionist Belviu Hotel Bandung

A Research Paper

Submitted to the English Department, Faculty of Arts and Letters,
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the *Sarjana* Degree (S-1)



By:
Ingka Dyah Pitaloka
207010002

**ENGLISH DEPARTMENT
FACULTY OF ARTS AND LETTERS
PASUNDAN UNIVERSITY
BANDUNG
2025**

Declaration of Originality

The one who signed here:

Name : Ingka Dyah Pitaloka

Student Number : 207010002

Department : English Literature

Faculty : Arts and Letters

I confirm that the paper entitled “*An Analysis English-Speaking Skill of Receptions at Belviu Hotel Bandung*” is my own original work.

I have included ideas and statements from different sources, and I have given them proper credit in my paper. I have not copied or quoted in a way that goes against the rules of academic integrity. If there are any issues with the scientific ethics of this paper or if someone claims that my work is not original, I am prepared to face the consequences.

Bandung, May 01st 2025

Ingka Dyah Pitaloka
207010002

Approval Page

A Research Paper
An Analysis English-Speaking Skill of Receptions at Belviu Hotel Bandung

Ingka Dyah Pitaloka
207010002



Approved by:

Advisor 1

Advisor 2

Dr. Iwan D. Gunawan, S.S., M.Pd
NIP Y. 151 10 321

Angga Maulana, S.S., M. Pd
NIP Y. 151 10 502

Acknowledged by:

Dean of Faculty of Art and Letters

Head of English Department

Budi Setiawan, S.Li, M.H., M.Sn.,
NIP Y. 041 00 86 006

Husni Thamrin S.S., M.Hum
NIP Y. 151 10 540

Preface

All praise to Allah S.W.T, the Almighty and the Most Merciful. By The grace and permission, the writer completed her research entitled " *An Analysis English-Speaking Skill of Receptions at Belviu Hotel Bandung* ". This research aimed to find the speaking skills of receptions at Belviu Hotel Bandung.

The general aim of this study is to assess the speaking skills of hotel receptionists, specifically their grammar, vocabulary, comprehension, fluency, pronunciation, task, as well as how these skills contribute to positive guest interactions. Through a combination of observations, interview and analysis, this research seeks to identify areas for improvements in the practices of reception staff.

The writer acknowledges that this paper may not be perfect and welcomes feedback, recommendations, and critiques from readers. Such input is highly valued, as it contributes to the writer's ongoing learning and the improvement of future research. It is hoped that this study will provide useful insights for both academic and professional audiences, particularly those involved in the fields of hospitality and communication.

Bandung, May 01st 2025

Ingka Dyah Pitaloka
207010002

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Approval of Publicity

The one who signed here:

Name : Ingka Dyah Pitaloka

Student Number : 207010002

Department : English Literature

Faculty : Arts and Letters

Permit the Pasundan University English Literature Department to publish the writer's paper entitled "*An Analysis English-Speaking Skill of Receptions at Belvui Hotel Bandung*" on the Pasundan University e-repository.

Bandung, 01st May 2025

Ingka Dyah Pitaloka
207010002

Abstract

This study explores “*The English-speaking skills of receptionist staff at Belviu Hotel Bandung*”, focusing on components including grammar, vocabulary, comprehension, fluency, pronunciation, and task performance. In the hospitality industry, receptionists serve as the first point of contact for guests, making effective communication a critical aspect of service quality and guest satisfaction. Utilizing a qualitative research approach, data was collected through direct observation and structured interviews with four receptionists. The analysis applied Douglas Brown’s Oral Proficiency Scoring framework to assess each participant’s language performance.

The findings reveal that the receptionists generally possess basic to intermediate English-speaking proficiency. While they demonstrate adequate comprehension and pronunciation skills, challenges persist in grammar usage, vocabulary range, and overall fluency. Additionally, the receptionists reported difficulties in understanding fast speech, handling diverse accents, and expressing themselves due to limited vocabulary. These issues impact their ability to engage confidently in more complex guest interactions.

The study concludes that while the reception staff are capable of managing routine communication tasks, there is a clear need for targeted training and daily practice to enhance their English proficiency. Improving these skills will not only benefit individual performance but also elevate the overall service quality and guest experience at Belviu Hotel.

Keywords: *English-speaking skills, hotel receptionist, hospitality, communication, oral proficiency, qualitative research*

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