

## **- 1 -APPENDICES**

Questions for Interview:

1. Do you think English language is important in hotel business? Why?
2. Is English important to support your job in communicating with foreign guests?
3. As a Front Office Staff, do you use English mostly to communicate with the guests?
4. Where did you study English?
5. What level of English education have you got?
6. Is there English training at Kedaton Hotel?
7. Other than skills, what else do you think that might help your job?
8. Do you agree that the mastery of English language by Front Office staff of a hotel can improve the services? Why?
9. Do you think it is important to improve your English? Why?
10. Do you think the Front Office staff are very helpful for tourism in Indonesia?

## Questionnaire 1

Answer the question bellow by put a thick “√” in the column.

1. Can you speak English well?

Yes  No

2. Do you speak English with foreign guests?

Yes  No

3. Do you find difficulties when speaking with the foreign guests?

Yes  No

4. Do you get an English training?

Yes  No

5. Do you think that English is important for the Front Office staff?

Yes  No

6. Can you understand different accent from the foreign guests?

Yes  No

7. Do you think that your English is sufficient for the Front Office staff?

Yes  No

8. Do you use formal language with foreign guests when speaking in the telephone?

Yes  No

9. When handling complaint with foreigner, do you use polite English expressions?

Yes  No

10. Do you give good impression to the guests?

Yes  No

## Questionnaire 2

How important is English speaking skills for the Front Office staff in carrying out your daily routine?

No	Name	Not Important	Quite Important	Important	Very Important
1	Asni				
2	Cicih				
3	Dinna				
4	Fenny				
5	Henny				
6	Ika				
7	Lisna				
8	Mike				
9	Neneng				
10	Siska				