

# **CHAPTER I**

## **INTRODUCTION**

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

Tourism in Indonesia is growing sharply. This fact can be seen from the increase in the number of tourists who come to Indonesia, “until the month of July more than 4.8 million tourists came to Indonesia and this number was going to increase until December” (Kompas, Monday, 5 Sept 2005). Tourists who come to Indonesia of course want to go to a certain place to rest and relax. Bandung, as one of the beautiful places in Indonesia, is often known by foreigners as a place which gives many pleasures. The beautiful scenery will make the tourists enjoy their holiday and they will have an unforgettable moment.

Since many tourists who come to Indonesia are foreigners, English is very important as a means of communication. Consequently, the present writer thinks that English is needed for those who work in hotels, especially three-stars hotels and also for the front office staff. In a hotel, the first person the tourists will meet is the front office staff.

The front office staff have an important role in the hotel. They should know about tourist attractions, places of interest, transportations, currencies and restaurants. They should also be friendly, polite, have good attitude, and can help tourists find the places which will interest them. The information they give must be short but clear. The job descriptions of the front office staff includes: welcoming guests, being responsible for greeting guests who want to check in and check out and giving the room number. Besides, the mastery of English language, especially the speaking skill is very important and very useful for the front office staff. They must be able to have clear communication with the foreigner guests, must be able to impress the guests and make them comfortable and eager to stay in that hotel for longer a time.

## 1.2. Identification of the Problem

1. What specific English speaking skill does the front office staff need?
2. To what extent is English speaking skill important for the front office staff in carrying out his or her duty?

## 1.3. Objectives and Benefits of the Study

### 1.3.1. Objectives of the Study

1. To know what specifics communication skills are needed by the front office staff.
2. To find out how crucial the use of English language for the front office staff in three stars hotel is?

### 1.3.2. Benefits of the Study

1. To know the specific communication skills used by the front office staff.
2. To inform readers about the importance of English communication skills for the Front Office staff of a hotel.

### 1.4. Concise History of the Company

Kedaton Hotel is one of the best hotels in Bandung. Many domestic and foreign tourists stay at Kedaton Hotel. The hotel was founded by PT. AJEA CATUR EKA PRATAMA, the property company that was hold by 4 stockholders. Kedaton Hotel was begun to operate in January 1997. The named “*Kedaton*” was taken from Sundanese language and from ancient Javanese language. The Hotel itself is called Kadatuan or Kedatuan, which means the place for kings to rest after they had had a long journey.

The location of Kedaton Hotel was very strategic, it is only 5 minutes to go to the airport and to shopping centre.

### 1.5. Service of the Company

Kedaton Hotel has 120 rooms, which are divided into: 11 junior-suite rooms, 26 executive rooms, 57 deluxe rooms, 25 standard rooms. The rates include breakfast, service charge, 21% government tax and service. All types of the rooms have several facilities such as: a shower bathroom, a tea or coffee maker, a refrigerator, mini bar,

an IDD telephone, satellite TV and local channel, FM radio, music, and also in-house movie.

Besides the Kedaton Hotel also offers other facilities. The facilities are as follows:

- Samara Coffee Shop, open 24hours
- Bar lounge at lobby
- Lukita Meeting Room
- Pasamoan Meeting Room
- Gahana Fitness Center: with indoor sauna and steam bathroom
- Outdoor swimming pool: with Sanken bar and whirlpool
- Same Day laundry & dry clean service
- Business center
- Room service 24hours
- Drugstore
- Pastry shop
- Kinanti Karaoke and Pub
- Safe deposit box
- Mail service

### **1.6. Limitations of the Study**

The present writer limits her discussion on the English Communication skills for the Front Office staff at Kedaton Hotel. She uses interview and questionnaire to

collect information about the importance of the English speaking skills in supporting their job of the front office staff.

#### 1.7. Layout of the Term Paper

This term paper starts with the Abstract, a concise summary of the entire paper in Indonesian. This Abstract is followed by the Preface, in which the present writer acknowledges the work. After that is the Table of Contents, followed by its five chapters:

Chapter I      is the introduction to the analysis

Chapter II     contains the library research

Chapter III    deals with holds the performance of the research

Chapter IV    contains the result and discussion of the research

Chapter V     contains the conclusion, the preset writers comments and suggestions

In the final part, the present writer presents successively the Bibliography and the Appendices.

