

CHAPTER I

INTRODUCTION

I.1. Background of the study

Tourism is growing fast in the whole world, including Indonesia. Indonesia has a lot of beautiful places, landscapes, rich cultures and arts which are considered to be beneficial assets to Indonesia. It makes tourists come and come again to Indonesia.

Bandung is a tourist destination due to its beautiful places, historical buildings, hospitality of the people, etc. Foreign tourists get informed about Bandung through mass-media and the Internet. In Bandung they expect to get a lot of pleasures and unforgettable moments.

Since foreign tourists come to Indonesia, automatically English language is used a lot in tourism. One of the most reputable hotels in Bandung is SAVOY HOMANN BIDADAKARA HOTEL.

In every hotel, the first person the guests will meet is the receptionist. As the first person she or he must welcome and greet the guests warmly. Of course she or he must have the ability to speak English well. For these reasons, the present writer would like to discuss the capability of the English language of the receptionist at this hotel.

I.2. Identification of the Problem

1. What qualifications that are needed to be a receptionist in Savoy Homann Bidakara Hotel?

2. To what extent is English important for a receptionist in carrying out his/her duty?

I.3. Objectives and Benefits of the Study

I.3.1. Objectives of the study :

1. To know what qualifications a receptionist needs.
2. To know to what extent English is important for a receptionist in carrying out his/her duty.

I.3.2. Benefits of The Study :

1. The receptionist can improve his or her performance, especially in speaking and listening skills in English.
2. The present writer will gain knowledge about the importance of English for receptionists and how they do their job.

The aim of the study is to know the English capability of the receptionist at Savoy Homann Bidakara Hotel, Bandung.

I.4. Concise History of the Hotel

Savoy Homan Bidakara Hotel was built in 1880, based on official documents of the Dutch and a sketch drawn by Savoy Homann. The first owner was a German, Mr. Homann. After Mr. Homann died, his wife took over this company.

The second owner of Savoy Homann was an Indonesian, Bapak R. M. Saddak. After that, Savoy Homann was owned by Bapak H. E. K. Ruchiyat, who was also the first Director of PT. Panghegar. Bapak H. E. K. Ruchiyat made a lot of changes in Savoy Homann. Now, Savoy Homann Bidakara Hotel is owned by PT. Bidakara.

The location of Savoy Homann Bidakara Hotel is still the same as it was originally, namely on Jalan Asia Afrika 112 (see the map of Bandung in Appendix 5).

Savoy Homann has become well known as a venue for international conferences, such as :

1. Asia Africa Conference.
2. P. A. T. A. Conference.
3. Moslem Asia Africa Conference.

I.5. Service of the Company

There are many facilities at Savoy Homann Bidakara Hotel.

1. The Services and facilities :
 1. Arrangement for golf & sightseeing
 2. Ballroom and meeting room
 3. Bar Batavia with nightly live music
 4. Barber shop
 5. Business Centre
 6. Car Park for 200 Cars
 7. Coffee Shop Garden Atrium
 8. Conference meeting and banquet facilities
 9. Drugstore
 10. Free transfer to and from the railway station as well as the airport by antique car upon request.
 11. Jewelry store
 12. Laundry and dry cleaning

13. Lobby area
14. Main dining room
15. Multi-lingual staff
16. Safety deposit box
17. Shopping arcade, conference meeting and banquet facilities
18. Spa & fitness centre
19. Swimming pool
20. Travel agent
21. 24 hour room service
22. 147 rooms (Deluxe and Suite)

2. In Room Facilities :

1. Air Conditioning
2. Idd telephone
3. Safety deposit box
4. Bathroom: shower stall, bathtub/ shower combination, soap, shampoo, dental kit, shower cap
5. Clock radio
6. Hair dryer
7. Tea/ coffee maker
8. Mini bar/ refrigerator
9. Television: satellite
10. Stereo system
11. Desk

12. Adjoining room
13. Balcony
14. Slippers
15. Newspaper
16. Complimentary mineral water
17. Matches

I.6. Limitation of the Study

The present writer would like to focus on the English capability of the receptionist at Savoy Homann Bidakara Hotel. Therefore, the present writer is uses interview and observation for her term paper to collect information about the importance of English in supporting his/her job.

I.7. Layout of the Term Paper

This term paper start with the Abstract, a concise summary of the entire paper in Indonesian. It is followed by the Declaration of Originality, where the present writer states that this term paper is her original work.

The next page is the Preface, in which the present writer acknowledges the work and contribution of other parties. This Preface is followed by the Table of Contents, and this term paper consists of five chapters.

Chapter One is the Introduction, Background of the study, Identification of the Problem, Objectives and Benefits of the Study, Concise History of the Hotel, Service of the Company, Limitation of the Study, Layout of the Term Paper. Chapter Two is Theoretical Review, containing library research and the references related to the topic. Chapter Three contains the Performance of the Result, presenting an extensive report on

the process, the result of the research she has done and what instruments she has chosen. Chapter Four contains the Result and Discussion of the Research. And the last is Chapter Five, in which the present writer concludes her findings. She also gives her views and suggestions. The present writer ends her term paper with the Bibliography, listing the references which have been used for her term paper, and the list of appendices, which contains the interview format, and the report of her observation at Savoy Homann Bidakara Hotel, Bandung.