

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

The usage of English has become truly important and more people speak English to communicate. English is the first language that is used to communicate in a lot of fields. According to Riansari in her research, English Language holds a very important role in international communication in a lot of fields (2). One of the fields that uses English for communication is hotel business. There are not only local but also foreign guests in hotels; therefore, English is needed by hotel staff in order to communicate with foreign guests. Every employee in hotels must be able to speak English. As Fogarty wrote in his article entitled “Understanding the New French Hotel Rating System” that, “In 5-star hotels staff must be able to speak two foreign languages including English” (par. 6). Additionally, in Hotel and Resort English, Yada wrote that, it is demanded that staff who work in hotel must know the English language (3).

From July 1<sup>st</sup> until July 25<sup>th</sup> 2014, I had an internship at Grand Pasundan Convention (henceforth: GPC) Hotel. My position during the internship is in the Front Office Department as a receptionist. My responsibilities were welcoming the guests who came to the hotel, filling in the guests data, and helping the guests with their enquiries. During my internship in the Front Office Department, there were ten foreign guests, they came from Singapore, Arab, and Malaysia. They all spoke to me in English three of them spoke with various accents and I found several problems.. For example, I had difficulties in communicating, listening, and understanding the foreign guests. In this paper I would like to analyze and focus on one problem which is handling difficulties in communicating with foreign guests at GPC Hotel.

Having limited English vocabulary, various English accents, and did not have any experience caused a misunderstanding between the guests and I. Therefore, I choose handling difficulties in communicating with foreign guests at GPC Hotel as my topic of this term paper.

In this term paper I will also discuss the causes and the effects of my problem. There are some causes which lead to having a hard time communicating with the foreign guests. There are also several effects which will be explained later. In order to help solve this problem, I will explain some potential solutions that can be applied as well.

## B. Identification of the Problem

When I did my internship in the Front Office Department at GPC Hotel, I found a problem which I would like to analyze. The problem is handling difficulties in communicating with foreign guests at GPC Hotel. While analyzing the problem, I came up with several questions.

1. Why is it difficult for me to communicate with the foreign guests in Front Office Department in GPC Hotel?
2. How does this problem affect my performance as a receptionist?
3. How should I communicate well with foreign guests as a receptionist?

## C. Objectives and Benefits of the Study

The objective of writing this term paper is to analyze the cause, the effect, and best solution. The benefit of writing this term paper is to become the printed source of guidance of how to handle difficulties in communicating with foreign guests.

It will be useful for the staff in GPC Hotel as the institution where I did my internship. It will also be useful for other people who work in Front Office Department, they may be able to use the solutions that I state in this term paper. Furthermore, when I have the opportunity to deal with foreign people again in the future, I will have been able to communicate better as I apply the solutions in this term paper.

#### D. Description of the Institution

Based on the information attached on appendix that I got from the Human Resource Department of GPC Hotel, GPC Hotel was built in 2002 and finished in 2003. This hotel was under the management of PT. Graha Bandung Kencana which is a family company. The Grand opening of GPC Hotel is on 1<sup>st</sup> March 2003. GPC Hotel is located at Jl. Peta 147-149 Bandung. This hotel has 9.317 m<sup>2</sup> land area, 16.548 m<sup>2</sup> building area, and has 168 rooms such as: studio, superior, deluxe, standard, junior suite room, premier classic, grand deluxe, executive room, premier suite, royal family suite, president suite, and driver room. This hotel has a lot of facilities that guests can use such as: fitness center, spa, barbershop, business center, coffee shop, cake shop, karaoke, swimming pool, ballroom, and meeting room. This hotel is a hotel with a qualified three-star hotel and now evolving into a four-star hotel. This hotel has a general manager, her name is Ms. Rimawati. GPC Hotel also has vision and mission statements. The vision is to make GPC Hotel the only hotel in the most comprehensive MICE (Meeting, Incentive, Conferencing, and Exhibition) city of Bandung, and the mission is to introduce GPC Hotel's existence in society, especially in Bandung, and in Indonesia in general and also in the world.

#### E. Method of the Study

The method that I used is library research. I took data from books, articles, journals, and data from HRD of GPC Hotel. The journal is based

on my internship at GPC Hotel from 1<sup>st</sup> July until 25<sup>th</sup> July 2014. The data is used to analyze causes, effects, and potential solutions.

#### F. Limitation of the Study

The subjects of my research is the foreign guests at GPC Hotel and I myself. I started to observe when I was in charge at The Front Office Department from 08.00 a.m until 05.00 p.m. My internship started on 1<sup>st</sup> July 2014 and finished on 25<sup>th</sup> July 2014.

#### G. Organization of the Term Paper

This term paper starts with Abstract, Declaration of Originality, Acknowledgements, and Table of Contents. The first chapter of this term paper contains the description of GPC Hotel and the introduction of this term paper. The second chapter contains causes and effects of my problem. The third chapter consists of the potential solutions that will be useful to solve my problem. In this chapter there are several positive and negative effects of the potential solutions analyzed. The last chapter consists of the conclusion and the chosen solutions to solve the problem. The paper ends with Bibliography, Flowchart, and Appendices.