

CHAPTER I

INTRODUCTION

A. Background of the Study

Interacting with foreigners has always been my passion. It allows me to practise my English and that is why I chose Grand Odiseus Novotel Bandung which is the place for fitness and spa as a place where I did my internship.

My internship started from June 14th to July 14th, 2014. During my internship, I was stationed as a receptionist and my responsibilities were to serve customers who came to Grand Odiseus and to give them information such as what facilities and services they needed.

During my internship, I encountered a problem. I had difficulty in handling some customers from Korea and Japan who spoke English with strong Korean and Japanese accents. I could not clearly understand what they were saying and could not give the right information they needed, for example when they asked for direction to another place. I chose this topic because I am really interested in communicating with foreigners. And in this paper I will also like to discuss potential solutions to overcome my problem in handling customers with Japanese and Korean accent as a receptionist in Grand Odiseus Novotel Bandung.

The discussion will include positive and negative effects of each solution.

B. Identification of the problem.

The problem that will be analyzed is formulated in the following questions:

1. Why did I have difficulty in handling Korean and Japanese customers?
2. How did the problem affect my work performance?
3. How should I overcome the problem?

C. Objectives and Benefits of the Study

The objectives of the study are to find out the causes and effects of the problem I mentioned in section A and to find the best solution to overcome the problem. The benefit of this study for me as the writer is that I can learn how to handle customers with Korean and Japanese accents. As for the readers, they will learn how to solve the problem if they have the same problem as I did. For the company, Grand Odiseus Novotel Bandung staff will gain some inputs on how to handle customers with Korean and Japanese accents.

D. Description of the Institution

Grand Odiseus Novotel Bandung is a club which specialized in the field of fitness and spa services. It was established in 2006 in Novotel Bandung. It is located at Cihampelas Street No. 23-25 Bandung. As a place that offers fitness and spa services (such as Javanese Lulur, Aromatherapy or Swedish Massage), it has complete and good facilities gym, weight training, studio aerobic or secured locker.

E. Method of the Study

I did both field and library research to do the study. The library research was done to find theories from books and electronic sources; whereas, the field research was done through a self observation during my internship to collect my data.

F. Limitation of the Study

The participant of this study is me when I was doing my internship at Grand Odiseus Novotel. Therefore, the data was limited to what I observed. The study focuses on my difficulty in handling some customers with Japanese and Korean accents in Grand Odiseus Novotel Bandung based on the data I got when I did my internship from June 14th to July 14th, 2014. In other words, the data collection was limited in terms of time and place.

G. Organization of the Term Paper

The term paper starts with the Abstract, which is the summary of the term paper in Indonesian, continued by Acknowledgments. They are followed by the four chapters. The first chapter is the Introduction, which contains Background of the Study, Identification of the Problem, Objectives and Benefits of the Study, Description of the Institution, Method of the Study, Limitation of the Study, and Organization of the Term Paper. The second chapter is Problem Analysis which includes causes and effects of the problem. The third chapter is Potential Solutions, which presents some potential solutions to the problem. The fourth chapter is the Conclusion of the term paper. After that, there is a References,

which lists the references used for the research. The term paper ends with the Appendices, containing a flowchart and a brochure.

