

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

English is recognized as the international language of communication throughout the world. Effectiveness of the used of English language depends on the communication skills. “Communication skills are important to everyone – they are how we give and receive information and convey our ideas and opinions with those around us. Communication comes in many forms: Verbal (sounds, language, and tone of voice); Aural (listening and hearing); Non-verbal (facial expressions, body language, and posture); Written (journals, emails, blogs, and text messages); Visual (signs, symbols, and pictures)” (“Mastering Soft Skills for Workplace Success,” n.d.). In this term paper, I will mainly focus on Verbal and Aural form of the communication skills related to my problem of difficulties in communicating with foreign clients.

When I did my Internship as a TOEFL IBT receptionist at Vista International Corporation, my supervisor gave me a responsibility to assist the clients during the registration before they took the test. In the first place, I thought that my responsibility was quite simple. I had to explain the rules in general to the clients, requested them to sign up the attendances and the statement paper, and asked

them to wait for further information about the test from my supervisor. On the contrary, I realized that the reality was different from what I thought. I faced foreign clients of different nationalities and I experienced difficulties in communicating with them. As a matter of fact, I found difficulty in listening to what they said and to express what was on my mind. I thought that this problem would affect my performance. Therefore, I decided to analyze the topic in order to find the best solutions which will overcome my difficulties in communicating with the foreign clients.

## B. Identification of the Problem

The problem that I am going to discuss in this paper is formulated as follows:

1. Why did I have difficulties in communicating with foreign clients during my Internship as an TOEFL IBT receptionist at Vista International Corporation?
2. How did the problem influence me and the clients?
3. How should I overcome the problem?

## C. Objectives and Benefits of the Study

The objectives of the study are to analyze the topic. Then, discover the causes and the effects of the problem in order to find the best solutions which can overcome my problem.

The study will benefit the readers, Vista International Corporation and I. Firstly, the study will provide the readers knowledge and solutions about the difficulties in communicating with the foreign clients. Secondly, the study will benefit Vista International Corporation, especially for the TOEFL IBT

receptionists who have similar responsibility like me in assisting the foreign clients during registration before they take the test. They can solve the problem by using the solutions given in this term paper. Finally, for me, the benefit is I will be able to know how to solve my problem effectively.

#### D. Description of the Institution

Vista International Corporation established in 1998 (“Company Profile,” n.d.). VIC vision is to become a market leader in Indonesia, by committing in study overseas preparation and consultation, well-known for its good reputation and recognized by various national or international institutions (“Vision and Mission,” n.d.). VIC mission is giving high quality service of love, commitment, and professionalism to every student by preparing their English skills and fulfilling their needs of study overseas. (“Vision and Mission,” n.d.).

Vista International Corporation is engaged in the field of education, especially in study overseas preparation. There are five divisions in VIC, first, Vista Education Service/ Vista Education, second, English Courses/VIP, third, Vista Hospitality X-pert/ VHX, forth, Vista Art and Design/ VAD, and finally, International Test Center for Test of English as a Foreign Language/TOEFL IBT and International English Language Testing System/IELTS (“Company Profile,” n.d.).

Until the year of 2015, Vista International Corporation successfully has opened ten branches in five major cities in Indonesia (“Company Profile,” n.d.). Based on Appendix 2, in 1998, VIC has opened the first branch of Vista Education at East Surabaya. In 1999, They has opened Vista Education and the first branch of VIP

at North Jakarta. In 2001, They has opened VIP at East Surabaya. In 2004, they has opened Vista Education and VIP at West Surabaya. In 2005, They has opened Vista Education at South Jakarta. In 2008, they has opened VIP at Bandung. In 2009 they has opened Vista Education and VIP at Denpasar, and finally, in 2011, they has opened Vista Education and VIP at West Jakarta.

### E. Method of the Study

The data used in this term paper is processed by a research from two sources. I collected theories from book sources and electronic sources. The data is used to analyze the causes, effects, and to find potential solutions along with the potential positive and negative effects.

### F. Limitation of the Study

The focus of my study is to analyze my difficulties in communicating with the foreign clients. The subjects of the research are the foreign clients who came from India, South Korea, and Arab. The internship conducted from 15 January 2016 until 20 February 2016.

### G. Organization of the Term Paper

The Term Paper is divided into four chapters with Abstract, Declaration of Originality, Acknowledgments and Table of Contents as an introductory to the first chapter. The first chapter is an Introduction, which consist of 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 discusses the causes and the effects of the problem. The third chapter analyzes the potential solutions along with the positive and negative effects. The last chapter is the conclusion of my analysis of my problem. In addition, References and Appendices are added in the end of the Term Paper.

