

CHAPTER I

INTRODUCTION

A. Background of the Study

To fulfill my final assignment I did my internship at Holiday Inn Bandung Pasteur, henceforth it is written as HIBP, for three months. I was assigned at Front Office Department as an operator. I had to do some tasks like receiving internal and external calls, assisting the guests at Business Center, helping Guest Relation Officer to send the complimentary (fruits, cake), confirming rooms with status due out, and taking guests' requests. While doing my tasks, I had to communicate directly with the guests. One example is when I received a call from a Japanese guest and I had to speak in English with him. (29th May 2017) Another example is when I had to greet the Japanese guest in his room and send the complimentary fruits to him (1st June 2017).

During my internship, I faced a problem that I had difficulty in communicating with Japanese guests in English. When I talked with the Japanese guests on the phone, I found it difficult to understand what they said. The guests tried to use English while talking to me, but their pronunciation was not clear. For example during my internship, I interacted with two Japanese guests. The first Japanese guest,

aged around 40, he asked me about the mineral bottle in his bathroom. He said “botoru” which he meant “bottle” in English and it took much time for me to understand what he meant. (29th May 2017). Another example is when the Japanese guest aged around 40, asked me about the make-up room. He said “beddo” instead of “bed”, and I could not understand what he said (1st June 2017). Because of this difficulty, I felt impatient and make wrong assumption about what the Japanese guests said. Therefore, I would like to analyze the causes and effects to find the solutions to the problem.

B. Identification of the Problem

The problem that I got during my internship will be identified using the following three questions. They are:

1. Why did I find it difficult to communicate with the Japanese guests during my internship as an operator at HIBP?
2. How did the problem influence my work performance as a hotel operator?
3. How should I as the operator overcome the problem?

C. Objectives and Benefits of the Study

There are some objectives and benefits of this study. The first is for the operator in HIBP, the solutions of the problem will help them to improve their work performance when they are assisting foreign guests. The second is for the readers. This study will give information about how to handle difficulty in communicating with Japanese guests in English. The last objectives and benefits for me. By analyzing the problem,

I can improve my work performance as an operator or hotel staff while handling Japanese guests in the future.

D. Description of the Institution

Based on HIBP website (2017) HIBP is a four-star hotel and it is strategically located on Dr. Djunjunan street number 96, Bandung. Holiday Inn is a part of Intercontinental Hotels Group (IHG) and in the same group with Intercontinental Hotel, Crowne Plaza. This hotel has the modern also contemporary concept.

This hotel has 278 rooms, with 7 types Deluxe Room, Deluxe Terrace, Junior Suite, Governor Suite, Family Room, Executive Room and Royal Primera Suite. This hotel has some modern facilities. They are Ambassador Prime Restaurant, Magenta Lounge, Zoom Karaoke, Ninety Six Fitness & Orchidea Spa, Business Center, swimming pools (outdoor and indoor), meeting rooms with certain capacities, and Grand Ballroom that can accommodate up to 1500 people. The grand ballroom is facilitated by smart and high speed internet connection.

Based on IHG report website (2010) the vision of this hotel is “When we have great brands, delivered by great people, who share great values, with great ways of working, we will become one of the world’s great companies”. The brand of this hotel is “Great hotels, guests love”, which is also the goals of this hotel.

E. Method of the Study

To analyze the problem I will use some data by browsing the Internet for the electronic source and doing library research for printed source. Besides, I will also use the data from my internship journal.

F. Limitation of the Study

The focus of this study is difficulty in communicating with Japanese guests in English during my internship from 19th May until 15th August 2017 at HIBP. The subjects of the study are the two males Japanese guests aged around 40-50 years old whom I had to communicate with on the phone.

G. Organization of the Term Paper

This Term Paper starts with Abstract, Declaration of Originality, Acknowledgements, Table of Contents, and four chapters, Chapter I, Chapter II, Chapter III, and Chapter IV. The first chapter is the Introduction including 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 about Problem Analysis. In this chapter, I analyze the causes and the effects of the problem. The third chapter is Potential Solution. This chapter will discuss about the solutions to my problem along with their positive and negative effects. The fourth chapter is conclusion, which is about the conclusion of all the chapters. The last is the References and Appendices.