

# CHAPTER I

## INTRODUCTION

### A. Background of Study

The topic of this term-paper was based on my apprenticeship that I did from May 19, 2017 to August 19, 2017 at Discovery Kartika Plaza Hotel in Bali. I was a receptionist during the apprenticeship. My responsibilities included handling guests in check-in and check-out; greeting the guest; preparing the room keys; picking up the luggages; dealing with VIP guests; and making the lists of VIP guests.

When serving non-native English guests, I had difficulties in communicative competence. There were two difficulties. The first one is when the guest from China asked me that she wanted to meet my senior. The guest mispronounced the word /'kä-(.)lēg/ into /'kä-lij/. Wrong pronunciation made me misunderstand what she said to me. The second one is when an Arabic guest asked me about the cloth for praying. The guest used word 'cloak' but I did not know the meaning of that word. Those two experiences were a part of communicative competence.

(Rickheit & Strohner, 2008). "There are four competences in communicative competence; (1) grammatical competence, (2) sociolinguistic

competence; (3) strategic competence; and (4) discourse competence.” (Celce-Murcia, 1995). But from the experiences that I had, I just focus on grammatical competence. “Grammatical competence tells about grammatical rules, vocabulary, pronunciation, spelling, etc.” (Celce-Murcia, 1995)

## B. Identification of the Problem

The aim of the term-paper is to find solution in handling difficulty in grammatical competence in Discovery Kartika Plaza Hotel. In other to achieve the aim of the term of paper. The following research questions are said:

1. Why did I have difficulties in grammatical competence when handling non-native English guests?
2. How did grammatical competence influence me and non-native English guests?
3. What are possible solutions and the best potential solution to take and anticipate if such problems take place in the future?

## C. Objective and Benefits of the Study

This term-paper has one objective and three benefits. The objective is to discuss the causes, the effects, and the potential solutions of the problem found during the apprenticeship. The first benefit of the study is for receptionists at Discovery Kartika Plaza Hotel that will know how to handle non-native English guest and get insights to apply good grammatical competence. The second benefit is for readers that they will have more knowledge about handling non-native English guests by concerning good grammatical competence. The third benefit is

for me as the writer of this term-paper, I could learn more about grammatical competence in practice, especially when handling non-native English guests

#### D. Description of the Institution

Discovery Kartika Plaza Hotel is a five-star hotel in Kuta, Bali. It was established in 1999 under the auspices of Artha Graha. In 1990, the name of the hotel was Kartika Plaza Beach Hotel but it changed into Discovery Hotels and Resorts (DHR) in 1999. After it was renovated in 2001, the hotel name changed into Discovery Kartika Plaza Hotel. The hotel vision is to be the preferred five star hotel in Bali and its missions are to be successful through their distinguished employees, to ensure the guests' happiness by providing them with a complete quality experience throughout their stay and to commit to continuous quality improvements in terms of facilities and services. The facilities in the hotel are guest rooms, villas, guest elevators, restaurants, bars, entertainment like sport and recreation, and hotel services.

#### E. Method of the Study

This term-paper contains data taken from an apprenticeship that I did from May 19, 2017 until August 19, 2017 at Discovery Kartika Plaza Hotel in Bali. During the apprenticeship, I kept a daily journal for about 12 weeks. Reflecting on the content of the journal, I found problems which I believe are important to be discussed. Thus, using the Internet and library research, I looked for theories that could support my analysis.

## F. Limitation of the Study

This term-paper has limitation. The subject of my research was Asian speakers especially Chinese and Arabic. The length of my research was 3 months. The topic of my discussion focused in grammatical competence that talks about pronunciation and vocabulary.

## G. Organization of the Term-Paper

This term-paper contains four chapters. The first chapter consists of Background of the Study, Identification of the Study, 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 consists of Problem Analysis with further explanation about causes and effects of the problem. The third chapter is Potential Solutions that contain potential solution 1,2 and 3 with their potential positive and negative effect. The last chapter is Conclusion, followed by References, Appendices, and Evaluation sheets.