

HANDLING DIFFICULTY IN COMMUNICATING IN ENGLISH WITH ARAB GUESTS AS AN OPERATOR AT CROWNE PLAZA BANDUNG

A term paper
submitted to DIII Programme for English
at Maranatha Christian University



**Marchellina Renaldy
1643001**

DIII Programme for English
Faculty of Letters
Maranatha Christian University
Bandung
2018

ACKNOWLEDGEMENTS

First of all, I would like to thank Jesus Christ for His blessing and guidance in the accomplishment of this term-paper. It was only because of His blessing that I could finish this term-paper. First, I would like to thank Fenty L. Siregar, Ph.D., as my supervisor, for her guidance and patience and also support until I finish this term-paper. Second, I would like to thank Mr. Andrie Kurniawan as Front Office Manager at Crowne Plaza Hotel Bandung. With his permission I could do my internship and finish it well. Third, I would also like to thank Ms. Tri Andini Purnamasari as Supervisor of Operator during my internship at Crowne Plaza Bandung. Without her guidance, I would not be able to keep up with the pace and gain experiences during my training. Fourth, I would like to thank my family and who always gave me support during the writing of this term-paper. Fifth, I would like to thank all lecturers at Diploma-Three English Department for the support and guidance. The last but not least, I would like to thank my friends Wuri, Christian, Denice, Haziella, Gabriella and Rian for their support and encouragement.

Without all the supports and the motivation from those people, I will not be able to finish this term-paper well. I hope this term-paper will be useful for all people who read it.