

CHAPTER I

INTRODUCTION

A. Background of the Study

These days, tourism and hospitality industries have been doing really well in Bandung. The article “Pariwisata di Jawa Barat Berkembang Pesat” states that the tourism in Bandung have improved a lot (par.1). Many Indonesian and non-Indonesian people visit and come to Bandung. During their visit to Bandung, they need a place to stay. One of the best place to stay is Hilton Hotel Bandung, which is a five-star hotel located in the centre of Bandung. The article “ Hilton Hotel Bandung; Hotel Information” says that “Hilton Hotel is probably the best hotel in Bandung” (par.2) . As one of the best hotels in Bandung, Hilton Hotel was an effective place for me to do my internship and used my English a lot because there were a lot of English-speaking guests coming there. I did my internship at Purnawarman Restaurant in Hilton Hotel Bandung. It is a dining restaurant located near the lobby. It is the main restaurant in Hilton Hotel Bandung.

During my internship, I had to serve guests as a restaurant server. What made the job special was that my duties were more than to serve the guests by cleaning the tables, offering the menu, or putting their food on the tables. The unique thing about being a restaurant server in Purnawarman Restaurant is that giving the best service is a must. In a way to give the best service, my duty was to build a relationship with guests, especially foreign guests. Staffs in Hilton Hotel Bandung usually call it "Engaging the guests". According to Swarda Padwal, engaging means "something that keeps one attached" (1). Therefore, engaging the guests means how staffs keep the guests attached with the service they have given in order to make them become loyal customers who feel satisfied with the service. In my case, I was told to engage foreign guests since my education background is the D3 English Programme.

In order to engage foreign guests, I need to speak English to them. This was where my problem came. I had language anxiety every time I speak English to foreign guests. MacIntyre and Gardner define that "language anxiety as the feeling of tension and apprehension specifically associated with second language contexts, including speaking, listening, and learning" (284). Amelia Green describes some signs of language anxiety, such as "You are afraid to speak no matter how well you know the language, you get tense, flustered or panicky when you cannot understand what someone say, become so nervous and tongue-tied that you have trouble answering even simple questions or cannot get any words out" (par. 6). Every time I spoke English to foreign guests, I felt

great nervousness inside my body. I could not handle the nervousness while listening to the guests.

To sum up, every day, I had to engage the guests but I could not do it well because I had language anxiety when speaking English to the foreign guests. Therefore, in this term paper, I am going to analyze my problem critically and systematically, and also to find out its solutions.

B. Identification of the Problem

What I am going to analyze in this term paper are formulated in these questions:

1. Why did I have language anxiety when speaking English with foreign guests at Purnawarman Restaurant in Hilton Hotel Bandung?
2. How did my language anxiety when speaking English to foreign guests at Purnawarman Restaurant in Hilton Hotel Bandung affect my work?
3. How should I handle my language anxiety when speaking English with foreign guests?

C. Objectives and Benefits of the Study

The objectives of the study are to know the causes of having language anxiety when speaking English to foreign guests at Purnawarman Restaurant in Hilton Hotel Bandung, to find out how my language anxiety when speaking English to foreign guests at Purnawarman Restaurant in Hilton Hotel Bandung affected my work, and to overcome my language anxiety when speaking English to foreign guests at Purnawarman Restaurant in Hilton Hotel Bandung.

The benefits of the study are for the institution, especially the servers in Purnawarman Restaurant Hilton Hotel Bandung, they will know the problem that is often faced by the employees who are English learners. Besides, for the readers, they will know how to overcome language anxiety if they have it in the workplace. Moreover, for me, I can find out the solutions to my problem.

D. Description of the Institution

According to an article “Hilton Hotels Corporation History”, Hilton Hotel Worldwide is one of the best hotel chains in the world. It is founded by a man named Conrad Hilton. He bought his first hotel in 1919. It is said that in 1925, the first hotel carrying the Hilton name was constructed in Dallas. By the late 1940s, Hilton owned a worldwide chain of premium hotels. According to its official site Hilton.com, Hilton Hotels are now established in more than 540 locations and 78 countries. Hilton Hotel Bandung is one of the property of Hilton Hotel Worldwide. In an email-interview on August

21st 2012 with Anung Prihastomo, the manager of food and beverage departement, it is informed that Hilton Hotel Bandung had its grand opening at March 21st 2009. Hilton Hotel Bandung is the second property of Hilton Hotel Worldwide in Indonesia. The first one is Conrad Hotel Bali. Hilton Hotel Worldwide also has a vision and a mission. Their vision is "To fill the earth with the light and warmth of hospitality". Their mission is "To be the preeminent global hospitality company - the first choice of guests, team members, and owners alike" (Hiltonworldwide.com, par. 1). Hilton Hotel Worldwide always stays true to their vision and mission.

E. Method of the Study

All the data needed in order to make this final paper are gathered by three different methods. The first one is by doing library research to gain theories both from books and also the internet. The second method is by field research through observations and interviews. The observations were done during the internship days and the data were written in the internship journal. The third method is by doing interview with the manager of food and beverage at Purnawarman Restaurant in Hilton Hotel Bandung.

F. Limitation of the Study

The study is about the language anxiety that I experienced during my internship as a restaurant server when I had to engage foreign guests. The place chosen for the research is Purnawarman Restaurant at Hilton Hotel Bandung where I did my internship for 60 days. The period of my internship is from 18th of June 2012 until 14th of September 2012.

G. Organization of the Term Paper

This term paper starts with an abstract which gives the brief information about the content of this term paper. Chapter I is the introduction of the term paper. Chapter I contains information about the problem that is going to be analyzed in the next chapters. Chapter II contains of the causes and the effects of the problem. The next chapter, Chapter III, contains of the potential solutions of the problem. Each potential solution also has its positive effects and negative effects analyzed. Chapter IV contains of the conclusion and the best solution to solve the problem. The Term Paper ends with the Bibliography which contains information about the sources that I use to write the term paper. The last is appendices which contains the flowchart and interview transcript.