

# CHAPTER I

## INTRODUCTION

### A. Background of the study

It is true that a small talk is really important to open a conversation with the guests. If I can have a small talk with the guests, I can be engaged with them. Afterwards, we can have a nice conversation, and I can ask them for feedback about the facilities and service of the hotel. Small talk makes me really easy to connect with them.

In hospitality industry making a small talk to someone new is important, because a small talk can help us to have opportunities to communicate with others especially with the guests. In the article “How to Make Small Talk and Start Conversations: Ideas, Topics and Importance of Small Talk”, it is stated that even the shortest of chats can help you connect and network, an advantage that is very handy in professional environments (par.3).

However, during my internship at Executive Lounge of Hilton Hotel Bandung in which I have to deal with foreigners, I, as a trainee found it hard to make a small talk with the guest especially with foreigners. Although, I pushed myself to try to make a small talk with them, it is hard

to do. As an example, when I had to deal with foreigners I just smile to them without saying anything, because I did not know how to make a small talk. Therefore, by conducting this study, I hope that I can find the solutions to solve my problem.

## **B. Identification of the Problem**

The problem discussed in this term paper is stated in the following questions :

1. Why did I have difficulty in making a small talk with foreigners?
2. How could this difficulty in making a small talk influence me to communicate with the guests?
3. How can I overcome my problem in making a small talk with foreign guests at Hilton Hotel?

## **C. Objectives and benefits of the study**

The objectives of my study are to find out the causes and effects of my difficulty in making a small talk with foreign guests and to find the solutions to solve this problem.

Moreover, the study also has some benefits. For the staff of Hilton Hotel Bandung, I hope they can use the solutions to solve the problem in making a small talk with foreigners. Then, for the readers especially those who will work in the hospitality industry, it can give them some guidelines to know how to solve the problem of making a small talk with foreigners. For me, this term paper can help me to make a small talk if someday I meet

foreigners in my working place.

#### D. Description of The Institution

Hilton Hotel Bandung is located on Jl. HOS Tjokroaminoto no. 41-43, Bandung. It was built in 2007 and completed in 2009, and it opened on March 21, 2009. The first General Manager was Mr. Peer Norsel (March 2009-June 2012), and the second General Manager is Mr. Scott Wilson.

This hotel is a very good place for business and leisure, because it has many facilities such as meeting rooms, Executive Lounge, Magma Lounge and Grand Ballroom and Business Centre. It also has Rooftop swimming pool with a good view, a kids centre, a spa and a gym. The total number of rooms is 186, consisting of 118 Deluxe Rooms, 45 Executive Rooms, 19 Executive Plus Rooms, 3 Junior Suite Rooms and 1 Presidential Suite Room. It also has 2 restaurants, they are Purnawarnan Restaurant, Fresco (Italians Restaurant), and Magma Lounge. Hilton hotels has a vision, which is to fill the earth with the light and warmth of hospitality, and its mission is to be the preeminent global hospitality company - the first choice of guests, team members, and owners alike. (Source: General Information for Trainee)

#### E. Method of the study

The data for the study is taken from my journal that I wrote when I did my internship. I also got another data from the conversation with the other

staff, moreover, I browsed the Internet and did library research to get the relevant theories.

#### F. Limitation of the study

This study is based on my experience as a trainee in Executive Lounge Department when I was doing my internship at Hilton Hotel Bandung from 2nd January until 31th March 2013. The subject of the study is I, myself, as a trainee in Executive Lounge at Hilton Hotel Bandung.

#### G. Organization of the term paper

This term paper starts with Abstract, which contains the summary of the term paper in Bahasa Indonesia. It is followed by Declaration of Originality, which contains the statement of the term paper's originality. After that, there is Acknowledgements, which contains the expression of gratitude for the people who has supported me in writing this term paper. Next, there is Table of Contents that shows the titles and subtitles of each chapter.

The main content of this term paper consists of four chapters. The first chapter is the Introduction. It is divided into seven specific parts, which are, Background of 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 contains Problem Analysis, describing the causes and the effects of the problem. The third chapter is Potential Solutions. It presents the possible solutions, followed by the positive and negative effects. The

fourth chapter is Conclusion. It states the best solution, supported by logical and systematic reasons.

The last part of this term paper is the Bibliography, which is also followed by the Appendices, including the flowchart and transcriptions of the interview.