

CHAPTER I

INTRODUCTION

A. Background of the Study

Working in every workplace has to be professional. Hodge explains that “When you are at work, you should be representing your company with pride and professionalism” (par. 8). I agree with this statement that professionalism in every industry, including hotel, is important. In the article “Conducting Professionalism at Workplace”, it is stated that “Professionalism at work is important to ensure good performance by all. If everyone is professional, everyone will do the best they can at their job” (par. 6).

Based on my experience when I did my internship, professionalism in a five star hotel like Hilton Hotel Bandung must be indicated to every guest so that the guests can feel respected. Besides being professional, making a good relationship and building communicative relationship well with other staff is important, as well. Chandler explains that “Communicative relationship is interpersonal communication, the relations between

participants. These may precede the interaction as social roles” (par. 1). In other words, building communicative relationship is the way I make interactions and deeper interpersonal communication with the other staff at Hilton Hotel Bandung in an effort to create good working performance and show professionalism. Murphy states that

We often spend more time with our co-workers than we spend with our families. So, it is important that we are able to get along with the people at work. We need to co-operate on our work projects and it is good to have a friendly and harmonious atmosphere in the workplace. (par. 1).

However, working in a new workplace can make a worker confused, afraid, worried, or nervous. McGee states that “You may feel confused, afraid, worried, or nervous when you are starting a new job. This is normal actually.” (par. 1). Likewise, I also had those feelings when I did my apprenticeship. In the article “Adapt to New Working Environment” it is stated that “New employees, especially the fresh graduates will often have a hard time adapting to the new working environment” (par. 1). Being in a new working environment, I found that I had difficulties in building communicative relationship with the staff. It was difficult for me to make interactions and build deeper interpersonal communication with the other staff. Therefore, I would like to find the best solutions to solve the problem through this paper.

B. Identification of the Problem

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

1. Why did I, as a trainee at Hilton Hotel Bandung, have difficulties in building communicative relationship with the staff at Hilton Hotel Bandung?
2. How did the difficulties in building communicative relationship with the staff affect my working performance?
3. How could I handle this problem?

C. Objectives and Benefits of the Study

There are two objectives of this term paper. First, the study is conducted to find out the causes and the effects of my difficulties as a trainee who could not build communicative relationship with the staff at Hilton Hotel Bandung. Second, the study is to discover the best solutions to the problem

For Hilton Hotel Bandung staff, this term paper can be useful to help the staff who happens to have the same problem. For the readers, this term paper will give useful information to solve similar problems. For me, this term paper can give me insights on how to deal with my problem if it happens again in the future.

D. Description of the Institution

Hilton Hotel Bandung is located on Jl. HOS Tjokroaminoto no. 41-43, Bandung. Hilton Hotel was built in 2007 and completed in 2009. The area used to be an old house and a tennis court which was owned by the government (Pemda Jabar). Then, this vacant land was bought by Mr. Tatang, who is the present owner of the Hilton Hotel Bandung. Hilton Hotel Bandung was opened on March 21, 2009. The first General Manager was Mr. Peer Norsel (March 2009-June 2012), who was subsequently replaced by Mr. Scott Wilson as the current General Manager.

This hotel is a good place for business and leisure as it provides meeting rooms, Executive Lounge, Grand Ballroom and Business Centre. Besides, a rooftop swimming pool with a stunning view, a kids centre, spa and a gym are also provided for the guests. 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. Moreover, the Hilton Hotel vision is to fill the earth with the light and warmth of hospitality, while its mission is to be the preeminent global hospitality company-the first choice of guests, team members, and owners alike. (Source: Yulius Haryanto / Executive Lounge Supervisor & Hotel General Information for Trainees / 19 December 2012)

E. Method of the Study

I gained some data from my internship journal, which I wrote every day after I finished my work during my ninety days apprenticeship. Besides this, I also conducted an interview in order to get general information of the hotel. In order to obtain more data, I did library research in order to get the relevant theories. The data is used to analyze the problem and discover the best solutions to the problem.

F. Limitation of the Study

This study is based on my experience as a trainee in Front Desk Department when I was doing my internship at Hilton Hotel Bandung from June to September 2012. The subject of the research is I, myself, as a trainee in Executive Lounge at Hilton Hotel Bandung. The subject of discussion is building communicative relationship with the staff at Hilton Hotel Bandung.

G. Organization of the Term Paper

This term paper starts with the Abstract, which contains the main idea of the term paper in Bahasa Indonesia. It is followed by the Declaration of Originality, which contains the statement of the term paper's originality. After that, there is Acknowledgements, which contains the expression of

thanks for the people who helped me to write 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 parts, specifically, 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 transcription of the interview.