# CHAPTER I

# INTRODUCTION

## A. Background of the Study

English is the international language which becomes a bridge for people from different countries to communicate. In the working field, English mastery is an important qualification. Mastering English is not only useful to communicate but also to gain information and transfer the information to other parties correctly so that misunderstanding in communication can be minimized.

In hotel industry, English mastery is the most important qualification. The large number of foreign tourists who visit Indonesia is the main reason why having English mastery is really needed for those who work in the hotels.  In addition, Sutanto Leo says that "hotels are grouped by class in the term the overall quality of the accommodation and service" (17). Thus, it is not only the quality of accommodation that determines the class of a hotel, but also the quality of service. In other words, good service can only be obtained when the party who gives service can understand the needs of the guests and in the particular context people who give services must have English mastery.

As for personal background of this study, I am interested in discussing this problem because of a real experience. When I was doing my apprenticeship at Swiss Arion Belhotel as a Guest Relation Officer (GRO), I often do not understand what the guests said. As we know, a GRO is the person whom the guests seek when they have complaints or questions. GRO also has a responsibility to chat with guests who seem to be waiting in the lobby area. In other words, GRO is the job occupation which deals closely with guests, that is why having English competence is the most important qualification for the job. Therefore, this study is very important to improve the services of a GRO.

B. Identification of the Problem

The points to discuss in the term-paper can be identified as follows:

1. What are the problems of the apprentices in handling foreign guests' complaints in Arion  Swiss Belhotel?

2. What are the possible solutions of the apprentices to handle the foreign guests' complaint in Arion Swiss Belhotel?

C. Objectives and Benefits of the Study

The Objectives of the study are:

1. to know the problems in handling foreign guests' complaints in Arion Swiss Belhotel

2. to know the possible solutions to handle complaints from foreign guests in Arion Swiss Belhotel.

The Benefits of the study are:

1. for the institution to get critical suggestions so that they can be more intensive in giving good and effective trainings to the apprentices

2. for the readers to get them knowledge about hotel sector and to improve the awareness of the importance of English especially for working as a GRO

3. for me as a writer to broaden my knowledge about handling complaints of foreign guests in a hotel.

D. Description of the Institution

Arion Swiss Belhotel was established on June 27th 2005. The owner of Arion Swiss Belhotel is Arion Paramita Holding Company in Jakarta. Arion Swiss Belhotel has 58 rooms with 4 floors and 1 top roof for hotel facilities such as swimming pool, spa and sauna, fitness centre and kids club. For the location, Arion Swiss Belhotel is ideally located in the heart of Bandung, within walking distance from Bandung's railway station and 15 minutes from Husen Sastranegara airport. It is near the entertainment district, offering dining and shopping options and only two hours from Jakarta by the toll road.

E. Method of the Study

The study is done using cause-effect approach and the technique of data gathering is done by observation, by library research and internet research.

F. Limitation of the Study

The problem that I discussed in this paper happened during my internship in Arion Swiss Belhotel from 14<sup>th</sup> of July 2008 – 27<sup>th</sup> of August 2008. This study is limited to discuss apprentice's problems in handling complaints of foreign guests' in Arion Swiss Belhotel. The study is also limited only to the ways which are possible to be adapted in Arion Swiss Belhotel in the near future, and the result of the study is a solution which is supported by quotations from library research and internet research.

G. Organization of the Term Paper

This term paper starts with the Abstract; a concise summary of the entire term paper. It is followed by the Acknowledgments in which I acknowledge the work and contribution of the other parties. After that is the Table of Contents, followed by four chapters.

Chapter One is the Introduction of the analysis, which is followed by Chapter Two which explains about the problem analysis and the causes and effects of the problem. The next chapter contains the potential positive and negative effects of each solution. It is followed by Chapter Four which contains the best solution chosen as a conclusion. In the final part, I present the Bibliography alphabetically.

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