

CHAPTER I

INTRODUCTION

A. Background of the Study

Bandung is the capital city of West Java which is also a beautiful tourist attraction. It is famous for its cool weather, old landmarks, factory outlets and delicious food. Because of the existence of Cipularang Toll that eases and shortens the transportation to Bandung, more and more tourists come to Bandung to enjoy weekends by relaxing, shopping and tasting unique culinary. That is why the number of hotels, recreation places and restaurants is increasing.

Recently, there are a lot of food courts, cafes and restaurants which compete with each other in Bandung. They compete by providing their unique menu, giving affordable price, or excellent service. The waiters hold an important role in giving service, because they greet, serve and communicate with the customers directly. They are also the ones who also handle the complaints from the customers, consequently, the communication skill and understanding of the waiters must be excellent too.

I work as a waitress for my apprenticeship programme in Gambrinus Pub and Restaurant. It provides Indian food as its main menu, and European food as an alternative menu. The menu is all in English language, and the guests are mostly English speaking guests. In order to communicate well, the waiters have to be able to communicate in English. Besides having to master basic English structure, the waiters also have to master vocabularies especially about food and serving to be able to understand the description of each menu, and to explain the menu clearly to the guests.

B. Statement of the Problem

During my apprenticeship period at Gambrinus Pub and Restaurant, I encountered some problems that are interesting to be discussed:

1. What is the relation between the lack of English vocabulary and communication between waitresses and the guests?
2. How is it to improve English vocabulary of the waitresses?

C. Objectives and Benefits of the Study

The objectives of this study are to find out the relation between the lack of vocabulary and communication built between guests and waitresses and to know what efforts to do in order to overcome that problem.

The benefits of this study first, for me, is to know the solution of the problems, which will be beneficial for me in the future. Second, for Gambrinus Pub and Restaurant, to know the relation of mastering vocabulary with communication building, and how to improve vocabularies of the waitresses. Third, for the readers, to know the importance of mastering vocabulary and its relation with working field especially in restaurant.

D. Description of the Institution

The short history of Gambrinus Restaurant and Curry Kitchen began in 1989 by a German man, his name was Ulrich Netidenthal. Gambrinus in German means “King of Beer”. At first, the restaurant was specialized for the owner and his families, located on Jl. Sindang Sirna, Karang Setra. Bandung. After a few years, seeing a good prospect, it was opened for public in 1997 with the name Gambrinus German Pub and restaurant located at Jl. Surya Sumantri No. 59 Bandung.

In 2003, seeing a good future in restaurant business, Gambrinus opened a branch at Hotel Preanger Bandung and started to add new menus which was Indian foods. A good business insight of the owner of the restaurant gives good inspiration to add the services with an addition of pools and Mini Bar.

E. Limitation and Method of the Study

The problem that I discuss in this paper is a real problem which I experienced in my apprenticeship. I worked there for 20 working days, 5 hours each. I had a lot of experiences and faced several problems, but the main problems that I want to discuss in this paper will be limited into the relationship between the communication between guests and waitresses and the waitress's lack of vocabulary and the potential solution to overcome it.

Both problems will be analyzed using the cause and effect method, and the data will be taken from the evaluation from the supervisor, library research, internet sources and apprenticeship journal.

F. Organization of the Term Paper

This term paper starts with the Abstract, a concise summary of the entire paper in Indonesian and Declaration of Originality. The abstract is followed by the Acknowledgements, in which I acknowledge the work and the contribution of others. After that, there is a Table of Contents, followed by its four chapters:

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| Chapter I | is the introduction of the study |
| Chapter II | contains the problem analysis |
| Chapter III | contains the potential solutions to the problems |
| Chapter IV | is the conclusion |

In the last part, I present the Bibliography and the Appendix.