

CHAPTER I

INTRODUCTION

A. Background of the Study

Communication is really important in our daily life. Communication has been a key element in interacting with people in every society since the beginning of time. One form of communication is small talk. According to the article “Mastering the Art of Small Talk”, “Small talk is a light and casual conversation that avoids obscure subjects, arguments, or emotionally charged issues” (par. 2). During my internship, I realized that small talk is important regarding my position as a front officer in de JAVA Hotel. I have a responsibility to deal with all guests who stayed in de JAVA Hotel. A front officer must have an ability to communicate well with the guests because he or she is the first person that guests will interact with at the hotel.

In relation to the previous paragraph, I had a difficulty in doing small talk with guests from Australia during my internship from 1 July 2013 until 25 July 2013 in de JAVA Hotel Bandung. The experience that I had during the internship is that I had to do small talk not only with the local guests, but also with the foreign guests, especially from Australia, who stayed in

de JAVA Hotel Bandung. However, I found difficulty to do small talk with guests from Australia who joined together in a group under the name of Philip Trebilcock. When I did small talk with them, I did not understand what they said, even though I should have become accustomed to listening in English from studying in DIII English Program.

I choose the topic “Handling My Difficulty in Doing Small Talk With Guests From Australia As a Front Officer During My Internship in De JAVA Hotel Bandung” for several reasons. As a front officer, I should be able to communicate with the hotel guests as well as possible in order to make them satisfied and feel comfortable. However, I found that small talk with the Australian guests made me really nervous. I also felt uncomfortable during the conversation. In addition, it is important to find a solution to this problem because the solution will help me to do small talk easily and successfully in the future. Thus, I will analyze this problem critically and systematically, based on the principles of scientific research, so that I can find the best solution to solve my problem.

B. Identification of the Problem

The problem that I am going to discuss in this paper is formulated as follows:

1. Why did I have difficulty in doing small talk with guests from Australia at de JAVA Hotel?
2. How did the problem affect me as a front officer in de JAVA Hotel?

3. How should I overcome the difficulty in doing small talk with guests from Australia?

C. Objectives and Benefits of the Study

The objective of this term paper is to find out the causes and effects of the problem, and to provide the best solutions for the problem. There are some benefits for the institution, the readers, and also for me as the writer of this term paper. The benefit for de JAVA Hotel Bandung is that the other employees, especially the front officers who work for this institution, will know what to do to solve a similar problem. The benefit for the readers is they can apply the best solution to do small talk with others, especially with Australians. Last but not least, the benefit for me as the writer is I will be able to do small talk with other guests who also come from Australia.

D. Description of the Institution

Based on the hotel profile (Appendix B) that was given by Mr. Uky Triwibowo as the secretary of Human Resources Department in de JAVA Hotel Bandung, the hotel was founded by PT Suki Panca Jaya, whose owner is Mr. Sukiamto Candra. The hotel was built on 10 March 2013. The hotel is located on Jalan Sukajadi no. 148-150 Bandung. Additionally, the hotel is strategically located, just opposite the highly reputable Paris Van Java Mall, and just 10 minutes away from Pasteur toll gate. The location presently makes it the perfect choice to stay. De JAVA Hotel Bandung is a four-star hotel that is dedicated to represent the Javanese cultural

existence in the modern era, where the guests can feel the combination of comfort and friendliness. De JAVA Hotel Bandung offers a variety types of accommodation, including 82 Deluxe Rooms, 4 Executive Rooms, 2 Suite Rooms, restaurant, pool, laundry, lounge, meeting facilities, and also a branded bags boutique.

De JAVA Hotel has a vision to become a national and international hotel by offering the best hospitality services, makes their guests feel at home, and makes their employees can work as a team (par. 8).

De JAVA Hotel also has a mission statement that is divided into five groups. First, for their guests, the hotel “are committed to exceeding the expectations of their guests through the dedicated, friendly, and warm hospitality services that make them feel at home and cannot resist to come back and make de JAVA Hotel as the only choice for their hotel” (par. 9). Second, for their employees, the hotel “are committed to nurture the continuous learning and skill improvement” (par. 10). Third, for their distinctiveness, the hotel “shall continue to be the most famous hotel and become the one stop vacation in Bandung” (par. 11). Fourth, the hotel “will create extraordinary values for their shareholder” (par. 12). Fifth, for their environment, the hotel “is committed to use the natural products and recycling items, thus ensuring proper use of the diminishing natural resources” (par. 13).

E. Method of the Study

In doing this study, I applied two methods, namely, field research and library research. For the field research, I did my observation during my internship in de JAVA Hotel. The data from the observation were recorded in the internship journal. For the library research, the data gathered were from printed and Internet resources.

F. Limitation of the Study

This study focuses on the problem I found when making small talk with guests from Australia. I had the problem when I did my internship from 1 July 2013 until 25 July 2013. The subject of the research is myself, as a front officer in de JAVA Hotel Bandung.

G. Organization of the Term Paper

This term paper starts with Abstract which is a summary of the term paper written in Indonesian. It is followed by Declaration of Originality, Acknowledgments, and Table of Contents. This term paper is divided into four chapters. The first chapter consists of Background of the Study, Identification of the Problem, Objective and Benefits of the Study, History of the Institution, Method of the Study, and Organization of the Term Paper. The second chapter discusses the causes and also the effects of my problem. The third chapter discusses potential solutions, with their positive effects and also the negative effects. Then, the last chapter

discusses the conclusion of my analysis in this term paper. The term paper ends with a Bibliography and Appendices.