Questions for Interview:

1. Do you think English language is important in hotel business? Why?

2. Is English important to support your job in communicating with foreign guests?

3. As a Front Office Staff, do you use English mostly to communicative with the guests?

4. Where did you study English?

5. What level of English education have you got?

6. Is there English training at Kedaton Hotel?

7. Other than skills, what else do you think that might help your job?

8. Do you agree that the mastery of English language by Front Office staff of a hotel can improve the services? Why?

9. Do you think it is important to improve your English? Why?

10. Do you think the Front Office staff are very helpful for tourism in Indonesia?
Questionnaire 1

Answer the question below by putting a thick “√” in the column.

1. Can you speak English well?
   Yes ☐ No ☐

2. Do you speak English with foreign guests?
   Yes ☐ No ☐

3. Do you find difficulties when speaking with the foreign guests?
   Yes ☐ No ☐

4. Do you get an English training?
   Yes ☐ No ☐

5. Do you think that English is important for the Front Office staff?
   Yes ☐ No ☐

6. Can you understand different accent from the foreign guests?
   Yes ☐ No ☐

7. Do you think that your English is sufficient for the Front Office staff?
   Yes ☐ No ☐

8. Do you use formal language with foreign guests when speaking in the telephone?
   Yes ☐ No ☐

9. When handling complaint with foreigner, do you use polite English expressions?
   Yes ☐ No ☐

10. Do you give good impression to the guests?
    Yes ☐ No ☐
Questionnaire 2

How important is English speaking skills for the Front Office staff in carrying out your daily routine?

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