

RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY

A PAPER

Submitted to the English Language Education Study Program, Faculty of Teacher Training
and Educational Sciences, Pakuan University as a partial Fulfillment of the Requirement for
Sarjana Pendidikan Examination

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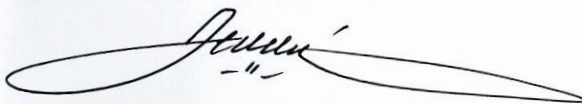
**ENGLISH LANGUAGE EDUCATION STUDY PROGRAM
FACULTY OF TEACHER TRAINING AND EDUCATIONAL SCIENCES
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2022**

APPROVAL SHEET

RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY

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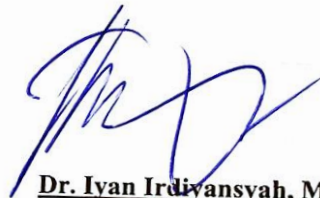
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DECLARATION

I hereby declare that the paper entitled **“Receptionist Strategies in Developing Their English Ability”** is completely my own work. I am fully aware that I have quoted some statements and ideas from many resources. All quotations are properly acknowledged in the paper. Should there be a claim on the originality of this paper, I would be prepared to take any legal responsibility.

Bogor, 25 October 2022

A handwritten signature in black ink is written over a yellow and red revenue stamp. The stamp features the Garuda Pancasila emblem and the text '20.000', 'TOL. 20', 'METERAI TEMPEL', and the serial number '5A5454JX017204510'.

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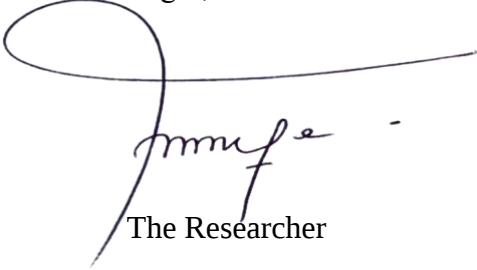
PREFACE

Bismillahirrahmanirrahim Alhamdulillah rabbi'l'aalamin, all praises and gratitude should be to Allah SWT who has given the writer strength, health and patience in arranging the paper entitled “**Receptionist Strategies in Developing Their English Ability**”.

This paper is one of the requirements for the *Sarjana Pendidikan* Examination in English Language Education Study Program, Faculty of Teachers Training and Educational Sciences, Pakuan University.

The writer has tried to do her best to complete this paper. However, she realizes that it is still far from being perfect. Therefore, she welcomes any criticism, ideas, and suggestions to make the paper better. Finally, the writer hopes that this paper would be helpful for anyone who reads it.

Bogor, 25 October 2022



The Researcher

ACKNOWLEDGEMENT

All praises are dedicated to Allah SWT, the almighty God. God who gives help, blessing, grace, and love to the researcher so that she can finish this paper. Prayers and greetings may also be bestowed on the Prophet Muhammad SAW.

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The researcher wants to thank the Receptionist of Whiz Hotel Malioboro, Mbak Elena, Mbak Nisa, Mas Fiki and also Pak Muchtar as Front Office Manager who help the researcher to collect the data. Especially for Ibu Wanti as the HRD of Whiz Hotel Malioboro who accepted the researcher to conduct the observation in Whiz Hotel Malioboro. Special thanks to Pak Brian Sutrisno, Ibu Tini, Hesti Sukma Sejati, Siti Saftariah, Yandi Supriyadi and All Staff Masada Village who support the researcher to finished the research. The

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ABSTRACT

Speaking is communication between two or more people in order to exchange information by using a particular language. Communication is the exchange of information between sender and receiver. Speaking also plays an important role in the field of work, such as a receptionist who works in a hotel. Thus, this research focused on Receptionist Strategies in Developing Their English Ability. The research was conducted by using a qualitative method using interviews, questionnaires and documentation. The respondents were four receptionists from Whiz Hotel Malioboro. Based on the results, the strategies used by the receptionist are following the English class, deepening vocabulary by watching movies with English subtitles, using google translate, gestures and practice speaking with fellow receptionists.

Keywords: Speaking strategy, communication, receptionist strategies

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CHAPTER I

INTRODUCTION

A. Background of the Study

Communication is the exchange of information between sender and receiver. Communication is needed in verbally or non-verbally on daily life to deliver ideas, thought and emotions. Communication also plays an important role in the field of work, such as a receptionist who works in a hotel. The receptionist must have a good speaking skill, especially communicating using English with foreigner. However, there are difficulties faced by receptionist when speaking English.

In this case, the problem is the receptionist have difficulties to speak English when communicate with foreigner. As a receptionist must be have the ability to understand and use English properly. Therefore, a receptionist has a strategy to learn speak English. In the hotel, receptionist who can speak English is needed to serve and minimize misunderstanding in communication especially with foreign guest.

Communicate in English is important for receptionist to help foreign guests to complete their needs. Therefore, a good receptionist is supposed to be able to speak English well and the receptionist has to master the language which is used for communicate between receptionist and foreign guest.

B. Reason for Choosing the Topic

The topic “**RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY**” is chosen because the researchers found not all receptionists in the hotel can speak English, meanwhile the receptionist have to face many guests who come and help about what the guest need. Speaking skill in English language is important in the hotel.

Speaking has a big role in daily life to communication. A job as a receptionist services them to communicate with so many people from different culture and language. In the hotel, receptionist normally speaks Indonesian in daily communication. In the other hand, the guests who come to the hotel are from the other country. In this case, receptionists have difficult in communication with the foreigner.

The ability to speak English helps people to communicate easier. As a receptionist must be learn English to get great communication with foreigner. In choosing the reason of the topic, the researcher wants to investigate the difficulties in Speaking faced by receptionist.

C. Research Questions

Based on the tittle, there is one question in the research. The question is “What are the Receptionist strategies in developing their English Ability?”

D. The Aim of the Study

The aim of the study is to investigate the strategy that used by receptionist in speaking English.

E. Research Focus

In this research, the researcher focuses on the strategy that used by receptionist in speaking English and the researcher wants to observe the strategy when the receptionists speak English.

F. Operational Definitions

The researcher Operational Definition:

1. Speaking

Speaking is one of important skill to communicate and sharing ideas to others by orally. Speaking can deliver information, ideas, express opinion, experience, and mention social activity by communication with others. (Eliyasun, Rosnija, and Salam, 2018), (Leong and Ahmadi, 2017) and (Haryudin and Jamilah, 2018).

2. Receptionist

Receptionist is a person who works in the front office who serves guests from arriving (checking in) to leaving (checking out) and to do their job effectively and serving the guest based on what their need. (J. martin, 1991) and Offredy (2002).

G. Research Significance

The research significance is the researcher investigates the strategies that used by receptionist in speak with foreigner. This aim is to find out the way how the receptionist can speak English. In hotel companies, of course need someone who can speak English with the aim of advancing the company and providing good service. The researcher hopes that English can be useful in the world and can be motivate people who want to learn English.

CHAPTER II

THEORETICAL FOUNDATION

A. Speaking

1. Speaking as a Skill

Speaking is a productive language skill Siahaan (2008). Its resources that speaking is a person's skill to produce sounds that happens at the meaning and understood by other people, so that the person will be capable to create good communication. Speaking is the use of language to communicate with other (Fulcher, 2003). It resources that this activity involves two or more people in whom the participants are both listeners and speakers having to react to whatever they hear and make their impact a high speed, so each participant has intention or set of purpose that he wants.

Tarigan (1990) define that speaking is a language skill that developed in child life, which is produced by listening skill and at that period speaking skill is learned. Speaking can find in spoken cycle especially in Joint Construction of Text stage (Departmen Pendidikan Nasional, 2004). Speaking is productive skill, it cannot be separated from listening because when people speak, it produced the word should be meaningful.

Speaking is a process of interaction where speakers intend to shape meaning through producing, receiving and processing information. The main

purpose of speaking is communicated or to send mind things about what the speaker will be said with their society. According to Ladouse (1991) speaking is describe as the activity as the ability to express a situation or the activity to report acts.

On the other hand, speaking can be called as oral communication and speaking is one of skill in English learning. Wilson (1983) said that speaking as development of the relationship between speaker and listener. It means that the main objective of speaking is for communication.

From those theories, it can be concluded that speaking skill is related to communication. Speaking is a skill to use a language appropriately to express someone's idea, opinions, or feelings in order to give or get information and knowledge from other people who do communication.

2. Speaking Difficulties

Speaking difficulties is when people have difficult to speak other language and understanding the meaning from other people. Speaking difficulties have meant the factor because the people lack of speaking skill. Ur (1996) said that one of the most important factor causing speaking difficulties is their psychology. The people afraid of making mistakes and sometimes do not have anything to say.

When the person is learning a language, the main goal is usually to adapt it in real events. Zhang (2009) said that for foreign language learners speaking is not only important skill but also a difficult skill as it has many rules

to follow. The difficulties in speaking can happen when the learners are being speakers or listeners in an on-going conversation.

To conclude, language learners often find difficulties in speaking. The problems are caused of lack of vocabulary, no having anything to talk about and difficult to speak other language and understanding the meaning from other people.

B. Communication

1. Terminology of Communication

Communication is the act of transferring information from one person to other people or group. Communication also defined as exchange of facts, ideas, opinion, or emotions by two or more people. (G. G. Brown) said that Communication is transfer of information from one person to another, whether or not elicits confidence. But the information transferred must be understandable to receiver. (Billy J. Hedge) stated that Communication can be thought of as an attempt to achieve as complete and as accurate an understanding as possible between two or more people. It is an act characterised by a desire in one or more individuals to exchange information, ideas or feelings. This desire is implemented by using symbols, signs, actions and pictures as well another verbal and non-verbal element in speaking and writing.

Communicating can be thought as a process in which a sender sent a message to a receiver. (Koontz and O'Donnell) stated that Communication is an intercourse by words, letters, symbols or messages and is a way that one

organisation member shares meaning and understanding with another. (Stephen & Karen, 2008) stated that communication is one those everyday activities that intertwined with all of human life, so completely that sometimes overlook its pervasiveness, importance and complexity. Communication in two ways process involving the following elements; a sender, a message, a receive information, give response and feedback. Both should necessarily share a mutually accepted code a common language. (Keith Davis) stated that communication is process of passing information and understanding from one person to another.

Conclusion from statement above, communication is communication between two people to share or receive the information. In this act, both of should understand what the person means and make sure that other people understanding what the person said.

2. Communication Strategies

The goal in communication is both speakers understand each other without any problem, it means when the speaker deliver the message to the listener, as a listener can receive the message clearly. (Mitchell and Myles, 1998) stated that Communication Strategies is a strategy that speaker implements when their mind stops thinking because of linguistic abilities they have. Communication strategy is very helpful receptionist to communicate with foreign guest.

There are three types of Communication Strategies:

- a. Verbal Communication strategies can be broken down into the two categories of written and oral communication. Written strategies consist of text and chat. Oral strategies consist of phone calls, video call and face to face conversation.
- b. Non-verbal communications strategies consist of visual cues such as body language, facial expressions, physical distance between communication and tone of voice.
- c. Visual communicating strategies can be seen through signs, webpages and illustrations. Human required posting certain visual through the workplace to fulfill with safety laws.

The goal of using strategies in communication is to solve the communication problem. In this case, communication problem will happen if the process of encoding message differs from decoding message, stated by (Williams & Kemper, 2004). The activities of improve the level of communication is called communication strategies. Communication strategy is used to overcome the language difficulties in communicating. (Dornyei, 1995) stated that, Communication strategies used to help the speaker in expressing the messages correctly and easily and to bridge the gap between the speaker and listener, dealing with their misunderstanding.

C. Receptionist

Receptionist is the person who is responsible for advanced hotel reservation and room booking through telephone and others media as well as the personal information of the hotel guests. Receptionist in a hotel is very important role to handling guest registration, providing dull service from before guest stay, upon arrival of guest, during stay at hotel, handling check-out and payment, receiving and connect the incoming call to the addressee. Offredy (2002), claim that if receptionists are to do their job effectively, their role in the system need to be made clear.

White, Riley and Smith, (2008), debate that receptionists are the least likely of all primary care workers to receive education or skills training. Standard training for a receptionist may include a review of computer or phone systems; furthermore the greater span of job skills necessary in reception work will often likely include scheduling duties, answering phones and front desk work. Receptionist must be able to communicate well with housekeeping, bellboy, and also to guests because that is the main thing that a receptionist must master to avoid misunderstandings.

In conclusion, a receptionist must be ready to serve guests that will confirm the reservations and also must have professional work in office. As a receptionist also must be responsible when get call from client or guest, avoid misunderstanding and can solving the problem.

D. Related Research

There are three related research:

1. The title of the research is “*Communcation Strategies Used by the English Teacher in Teaching Speaking Skill*” written by Jumiati, Sofyan A. Gani, and Diana Fauzia Sari. This research is Qualitative Method and the writer takes the data by observation, audio recording and interviewing in SMAN 3 Banda Aceh. The result of the analyses is stalling and time gaining strategy was the highest number of strategies used by the teacher in the classroom. Meanwhile the least number of strategies used was repetition. In addition, the teacher only implemented compensatory strategies in the class since the eight strategies were included into it. Therefore, it could be inferred that teacher who commonly applied compensatory strategies had high proficiency in English. Thus, by conducting this study, the teacher was expected to use and choose the best strategies to overcome the communication problem in the classroom.
2. The title of the research is “*Communication Strategies used by EFL Students in Improving Speaking Skill*” written by Rahmi Aulia Nurdini. The research is Qualitative Method and the writer takes the data by observation, speaking test and interview at Economic Faculty in private University Jakarta, Indonesia. The result is the students had to speak English during class activity both in the classroom and in the speaking test, they often used many non-linguistic strategies such as message abandonment, use of all-purpose words, literal translation, non-linguistic means, code switching,

asking-for-help, and use of fillers or hesitation device strategies. All the strategies were helpful for them to increase their ability in English speaking skill. Some of them used the communication strategy consciously and others used it unconsciously.

3. The title of the research is “*Communication Strategies in English Classroom Presentation*” written by Fatmawati Pasila, Kisman Salija and Sukardi Weda. The research is Qualitative Method and the writer takes the data by observation checklist and video recording. The participants of this research are the students of academic year 2016 class and 2016 batch of Graduate students, State University of Makassar. The result is there are six features of communication strategies that the students used in doing presentation. They are approximation, circumlocution, exemplification, word coinages, code switching and use of fillers. Approximation was used because the used strategy can attract more the students’ attention. Circumlocution was used because the students wanted to make direct contact to the students in order to make the successful teaching and learning process. Exemplification was used because it can reflect the meaning of the concept. Word coinages because they might forget the appropriate words/term. Code switching was used because they felt more comfortable in case she combined between Bahasa Indonesia and the English language. Use of fillers was used because the strategy was very significant particularly second or foreign language speaker. The most frequently communication strategy that the students used is use of fillers.

The conclusion from the three related research above, those of related research was taken by research in education and those examined the communicating strategies used by students. While my research is take from out of education. I am interested in researching one of the occupational professions, namely a receptionist. The researcher focused on strategy used by receptionist. Therefore, those of the researches above influence the researcher in writing this research.

CHAPTER III

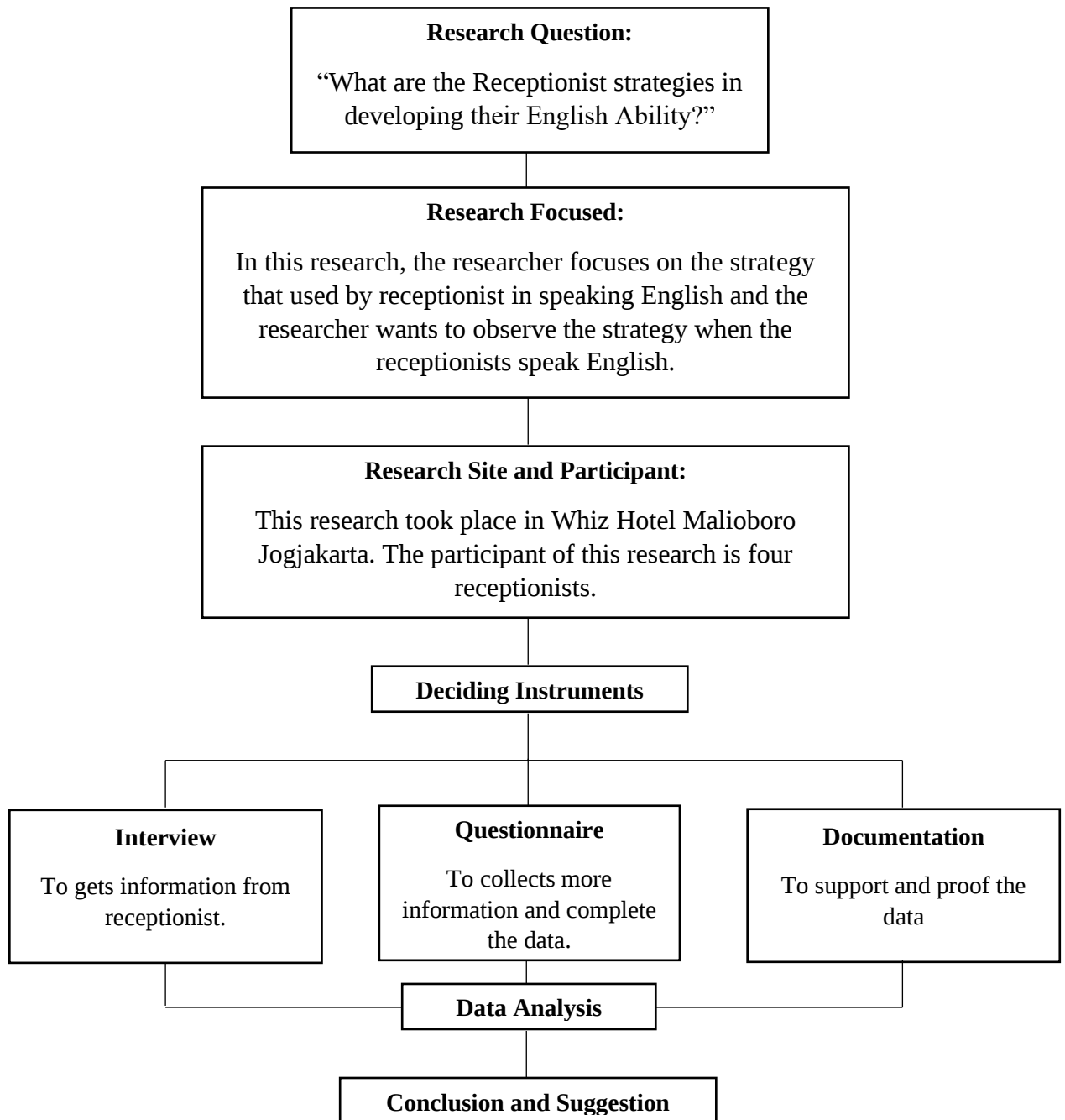
RESEARCH METHODOLOGY

A. Research Method and Design

This research is conducted using Qualitative Approach and the researcher chose descriptive approach, so the researcher should describe the entire of activity in specific. The researcher focused on “**Receptionist Strategies in Developing Their English Ability**”. Therefore, the researcher needs to prepare the entire instrument that support to collecting the data. In this research, the researcher needs the data by interview, questionnaire and documentation.

This research used an open-ended question to know the obstacle and information about the strategy that receptionist used when the receptionist serves the foreign guest. In this action, researcher tries to identify the problem that happened in receptionist why the receptionist difficult to speak in English and what the strategy that used by receptionist in communication with foreigner. The distribution of the interview can support the research questions to develop the result.

Figure 3.1
Research Design



B. Research Site and Participant

This research takes a place in Whiz Hotel Malioboro Jogjakarta. The participants of this research are four receptionists. This interview was conducting in receptionist working hours in break rooms or in other area that not disturbed other activities.

C. Instrument

In the research, the researcher used instruments are Interview, Questionnaire and Documentation. The researcher also asked respondents questions relating the research questions, the difficulties from speaking in English, and what the strategies that used by receptionist when speak with foreign.

D. Data Collection Technique

The researcher conducted to know the strategy of receptionist speak in English. The researcher needs to make open-ended questions about what the strategy that used by receptionist to serve foreign guest and what the difficulties of receptionist in speaking English. Then, the researcher does the permission to the hotel. After getting permission from the hotel the researcher went to the hotel to collect the data.

E. Data Analysis

The researcher processed the data interview, questionnaire and documentation with type the result in paper. Then, the researcher does analyze what the point that connects with the research questions and describe each conversation in specific and clear. Then make conclusion that summarize all of the conversation.

Format Interview

Interview Form

Guided Interview for Receptionist

A. Pengantar

Saya Nur A Filla, mahasiswi program studi Pendidikan Bahasa Inggris, Fakultas Keguruan dan Ilmu Pendidikan, Universitas Pakuan, sedang melaksanakan penelitian mengenai “RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY”. Untuk mendapatkan data tersebut, saya memohon bantuan Anda untuk menjawab pertanyaan dibawah ini. Informasi yang Anda berikan akan digunakan semata-mata hanya untuk penelitian saya.

B. Identitas Responden

Nama :

No. Telfon :

Jabatan :

C. Petunjuk Pengisian

Jawablah pertanyaan berikut dengan keadaan sebenarnya.

1. Kesulitan apa yang dihadapi oleh resepsionis dalam menerima tamu asing?
2. Apa yang dilakukan resepsionis jika terjadi kesalah pahaman dengan pengunjung orang asing?
3. Bagaimana resepsionis belajar berkomunikasi menggunakan bahasa inggris?

4. Strategi apa yang digunakan oleh perusahaan/hotel untuk meningkatkan komunikasi bahasa inggris resepsionis?
5. Strategi apa yang Anda lakukan untuk selalu terlihat tenang dalam melayani customer?
6. Cara apa yang dilakukan jika seorang resepsionis kurang memahami maksud dari tamu asing?
7. Apa yang dilakukan resepsionis jika lupa dengan kata dalam bahasa inggris yang akan di ucapkan?
8. Dengan cara apa Anda memperdalam *vocabulary* Bahasa Inggris?
9. Hal apa yang biasa customer tanyakan?
10. Apa yang Anda lakukan jika ada pengucapan tamu asing yang tidak dimengerti?
11. Apakah Anda pernah berlatih berbicara Bahasa Inggris dengan native speaker untuk meningkatkan kemampuan berbicara dalam Bahasa Inggris?.
Jika Ya, menurut Anda efektif atau tidak?

Format Kuisisioner

Questionnaire Form

Guided Interview for Receptionist

A. Pengantar

Saya Nur A Filla, mahasiswi program studi Pendidikan Bahasa Inggris, Fakultas Keguruan dan Ilmu Pendidikan, Universitas Pakuan, sedang melaksanakan penelitian mengenai “RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY”. Untuk mendapatkan data tersebut, saya memohon bantuan Anda untuk mengisi pernyataan-pernyataan dibawah ini. Informasi yang Anda berikan akan digunakan semata-mata hanya untuk penelitian saya.

B. Identitas Responden

Nama :

No. Telfon :

Jabatan :

C. Petunjuk Pengisian

Berikanlah tanda ($\checkmark$) pada pilihan yang sesuai dengan keadaan Anda.

D. Keterangan Pilihan Jawaban

- Ya
- Tidak

No.	Pernyataan	Ya	Tidak
1.	Saya menyiapkan kata-kata untuk menyambut dan melayani orang asing.		
2.	Saya mencatat setiap kosa kata baru serta artinya yang di ucapkan oleh orang asing.		
3.	Saya menghafal setiap kosa kata baru dan mencoba mengucapkan secara langsung dengan orang asing.		
4.	Saya memperagakan kata yang saya maksud ketika mengalami kesulitan dalam mengucapkan kalimat yang dimaksud.		
5.	Saya membuat note kalimat yang biasa diucapkan, untuk mempermudah komunikasi dengan orang asing.		
6.	Saya mencari arti dari kosa kata baru dalam kamus Bahasa Inggris.		
7.	Saya menambah kosakata baru dari menonton film dengan subtitle Bahasa Inggris.		
8.	Saya mengikuti kelas training Bahasa Inggris terlebih dahulu sebelum ditugaskan sebagai resepsionis.		
9.	Saya mencoba berlatih berbicara Bahasa Inggris dengan <i>native speaker</i> agar dapat mengoreksi kesalahan dalam pengucapan.		
10.	Saya berlatih berbicara di depan cermin untuk meningkatkan kemampuan berbicara dan percaya diri saat berbicara dengan orang asing.		
11.	Saya berlatih berbicara dalam Bahasa Inggris menggunakan metode <i>conversation</i> dengan sesama resepsionis.		

CHAPTER IV

DATA DESCRIPTION AND ANALYSIS

A. Data Description

This research was held in Whiz Hotel Malioboro Yogyakarta. There were four respondents from three Receptionists and one Front Office Manager (FOM). The data related to Speaking Strategies Used by Receptionists in Communicating with Foreigners was obtained through Interviews, Questionnaires, and Documentation.

1. Data from the Interviews

The interview was conducted on 6 September 2022 at 10.30 with Ms. Elena and 15.00 with Ms. Nisa as a receptionist. Then, the researcher continues the interview on 7 September 2022 at 15.00 with Mrs. Fiki as a receptionist, and the last interview was conducted on 8 September 2022 at 10.30 with Mrs. Muchtar as Front Office Manager.

The interview was conducted during working hours and has been agreed to the interview, so it does not interfere with the work activities. There were 11 questions given to the receptionist and FOM. The result of the interview was recorded and transcribed.

Based on the interview, the strategies used by the receptionists are varied. The average answer from the receptionist is to follow the English class

and use google translate to help communicate with foreigners. The results from the interview are:

The first question is “what difficulties does the receptionist face in receiving foreign guests?”. The answer to this question is the receptionist often misunderstands foreigners because the receptionist does not understand what foreigners mean and lacks understanding of the English language.

The second question is “what does the receptionist do if there is a misunderstanding with a foreigner?”. The answer is the receptionist asks again the intent and purpose clearly or can be explained by using google translate. Another receptionist answered that calling a senior to help communicate with the foreigner.

The third question is “how did the receptionist learn to communicate in English?”. The answer is the receptionist learns the language of communication by taking courses or English classes.

The fourth question is “what strategy does the hotel do to improve the English communication of a receptionist?”. The answer is the hotel holds an English class every Monday at 3 PM. The participant who follow the class included the receptionist and housekeeping. In that class, the receptionist learns conversation and memorized words in Duolingo.

The fifth question is “what strategy does the receptionist do to look calm in serving foreigners?”. The answer is to stay calm and focus on what is being said. Increase vocabulary, don’t panic, and have confidence.

The sixth question is “what method if the receptionist does not understand the meaning of foreigner?”. The receptionist asked the foreigner to repeat the word slowly and was helped to explain it using google translate.

The seventh question is “what does the receptionist do if the receptionist forgets the word to say?”. The answer is the receptionist speaks in Bahasa, if it does not work the receptionist explain using gesture or using google translate to clarify the purpose.

The eighth question is “how the receptionist deepens their English vocabulary?”. The answer is the receptionist took the course, follow the English class, watched movies using English subtitles, and practiced.

The ninth question is “what things do foreigners usually ask?”. The answer is usually the foreigner asks for areas around the hotel swimming pools, restaurants, point of view in Malioboro, tourist attractions in Malioboro, vehicles, or train tickets.

The tenth question is “what does the receptionist do if there is a foreigner pronunciation that is not understood?”. The answer is the receptionist ask to repeat slowly or assisted with google translate.

The last question is “have you ever practiced speaking English with a native speaker to improve your speaking skills? If yes, do you think it is effective or not?”. The answer is I have never studied directly with native speakers, it is just that we speak directly to native speakers at work. But it is effective to hone skills and increase vocabulary.

2. Data from the Questionnaire

The questionnaire consists of 11 statements related to the receptionist strategy in deepening English which is then used to communicate with foreigners. Every statement will be answered by the receptionist with Yes and No. The receptionist must be by their perspective strategies.

The first statement asked the participant *“I prepare the words to welcome and serve foreigners”*. Based on a questionnaire from receptionists answer four Yes for the statement.

The second statement asked the participant *“I write down each new vocabulary and the meaning that is spoken by foreigners”*. Based on the data questionnaire four receptionists answer two Yes and two No for the statement.

The third statement asked the participant *“I memorized each new vocabulary and tried to pronounce it directly with a foreigner”*. Based on the data questionnaire four receptionists answer four Yes to the statement.

The fourth statement asked the participant *“I demonstrate the words I mean when I have difficulty pronouncing”*. Based on the data questionnaire four receptionists answer four Yes to the statement.

The fifth statement asked the participant *“I make notes on sentences that are usually spoken, to easily communicate with foreigners”*. Based on the data questionnaire four receptionists answer two Yes and two No for the statement.

The sixth statement asked the participant “*I look up the meaning of new vocabulary words in the English dictionary*”. Based on the data questionnaire four receptionists answer three Yes and one No for the statement.

The seventh statement asked the participant “*I added a new vocabulary from watching films with English subtitles*”. Based on the data questionnaire four receptionists answer three Yes and one No for the statement.

The eighth statement asked the participant “*I followed an English training class before being assigned as a receptionist*”. Based on the data questionnaire four receptionists answer four Yes to the statement.

The ninth statement asked the participant “*I try to practice speaking English with a native speaker so that I can correct a mistake in pronunciation*”. Based on the data questionnaire four receptionists answer one Yes and three No for the statement.

The tenth statement asked the participant “*I practice speaking in front of the mirror to improve my speaking skills and confidence when talking to foreigners*”. Based on the data questionnaire four receptionists answer one Yes and three No for the statement.

The last statement asked the participant “*I practice speaking English using the conversation method with fellow receptionist*”. Based on the data questionnaire four receptionists answer four Yes to the statement.

Table 4.1
Table of questionnaire

No.	Statement	Yes	No
1.	I prepare words to welcome and serve foreigners.	4	
2.	I write down each new vocabulary and the meaning that is spoken by foreigners.	2	2
3.	I memorized each new vocabulary and tried to pronounce it directly with a foreigner.	4	
4.	I demonstrate the words I mean when I have difficulty pronouncing them.	4	
5.	I make notes on sentences that are usually spoken, to make easy communication with foreigners.	2	2
6..	I searched for the meaning of new vocabulary words in the English dictionary.	3	1
7.	I added a new vocabulary from watching films with English subtitles.	3	1
8.	I followed an English training class before being assigned as a receptionist.	4	
9.	I try to practice speaking English with a native speaker so that I can correct mistakes in pronunciation.	1	3
10.	I practice speaking in front of a mirror to improve my speaking skills and confidence when talking to foreigners.	1	3
11.	I practice speaking English using the conversation method with fellow receptionists.	4	

3. Data from Documentation

Data from the documentation is in the form of practice conversation sheets. The conversation contains about the receptionist and guest who will stay in the hotel. This text helps the receptionist to be able to communicate with foreigners.

This text is usually used for English classes which are held every Monday. The receptionist will practice using the text to support communication skills. The English class activity is directly led by the general manager of Whiz Hotel Malioboro. The researcher does not take documentation in the form of photos or videos because the hotel does not allow taking photos or videos when the receptionist communicates with foreigners for the reason of maintaining the privacy and comfort of the foreigners.

B. Data Analysis

The researcher analyzed the data based on the indicator Receptionist Strategies in Developing Their English Ability. The speaking strategies were analyzed based on the data taken from three different instruments, they are interviews, questionnaires and documentation. The research was carried out at the Whiz Hotel Malioboro Yogyakarta.

The first instrument is the interview, the result from the analysis of the interview is the strategies used by the receptionist in communicating with foreigners are by taking courses, taking English classes which are held every Monday, using google translate and gestures, watching movies using English

subtitles and learning conversations between receptionists. This strategy helps the receptionist in deepening their communication skills in English.

The second instrument is a questionnaire, the result from the analysis of the questionnaire is the researcher did it 4 times in one week. The first questionnaire was given to Ms. Elena as a receptionist, the second questionnaire was given to Ms. Nisa as a receptionist, the third questionnaire was given to Mrs. Fiki as receptionist and e-commerce reservation and the last questionnaire was given to Mr. Muchtar as FOM. The strategies used by receptionists in communicating with foreigners are by preparing words for receiving foreign guests, remembering new vocabulary and learning to pronounce them again, making notes of frequently spoken words, taking courses, and practicing conversations between receptionists.

The last instrument is documentation, the result from the analysis of documentation is a sheet of English conversation practice which is used to train a receptionist's speaking skills in communicating using English. The text of the conversation contains a conversation between the guest and the receptionist about asking for prices and checking in the room. This text is quite helpful for the receptionist to learn communication using English.

According to the data analysis, it can be said that the strategies used by receptionists in developing their English ability are the receptionists take English classes before they are assigned, while they take courses first. Receptionists also learn to improve their vocabulary by watching movies with

English subtitles and also sometimes they use google translate to help them communicate with foreigners. In English class, the materials studied are conversation, vocabulary, and grammar. they also practice directly by communicating directly with foreigners. This is intended so that the receptionist can serve foreigners well and also increase their ability to communicate using English. The receptionist needs to understand what foreigners often ask during their stay at the hotel, whether in the hotel area, the nearest tourist attraction, or transportation. Improving the ability to communicate in English, can increase the self-confidence of the receptionist in serving foreigners. Based on the theory of (Oradee 2012) said that this leads to learners' lack of self-confidence and avoidance when communicating with native English speakers.

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

After conducting the research, the writer concludes that the Speaking Strategies Used by Receptionists in Speak with Foreigners are: Verbal Communication which is face-to-face conversation and Non-Verbal Communication which is body language or gestures and facial expression. The result from the Receptionist Strategies in Developing Their English Ability are: Following the English class, following the course, and improving their vocabulary by watching movies and google translate to help the receptionist communicate with foreigners. The receptionist also attended an English class that studied the conversation between receptionists and foreigners. In the English class, the receptionist is given a piece of paper to practice conversation, and then the receptionist practice with fellow receptionists. These activities and strategies help the receptionist to improve speaking and communication skills, therefore communication between receptionists and foreigners is conveyed well.

B. Suggestion

In conclusion, the researcher would like to give some suggestions to the Receptionist and Hotel Management. For the Receptionist, the suggestion is receptionists need other training, the example: Learning English with a native speaker, to improve their English skills to be able to communicate well with foreigners. For hotel management, hold English classes with material that can deepen speaking and communication skills and also English classes taught by expert teachers or native speakers.

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APPENDICES



YAYASAN PAKUAN SILIWANGI
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10 Agustus 2022

Perihal : Izin Penelitian

Yth. HRD Whiz Hotel Malioboro
di
Yogyakarta

Dalam rangka penyusunan skripsi, bersama ini kami hadapkan mahasiswa :

Nama : NUR A FILLA
NPM : 031117017
Program Studi : PENDIDIKAN BAHASA INGGRIS
Semester : Semester Akhir

Untuk mengadakan penelitian di instansi yang Bapak/Ibu pimpin. Adapun kegiatan penelitian yang akan dilakukan pada tanggal 3 September 2022 - 3 Oktober 2022 mengenai: SPEAKING STRATEGIES USED BY RECEPTIONIST IN COMMUNICATING WITH FOREIGNER.

Kami mohon bantuan Bapak/Ibu memberikan izin penelitian kepada mahasiswa yang bersangkutan.

Atas perhatian dan bantuan Bapak/Ibu, kami ucapkan terima kasih.

a.n Dekan

Cakil Dekan

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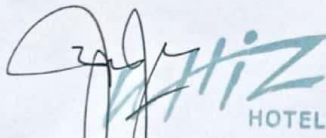
Nur A Filla

Has been On The Job Training at Whiz Hotel Malioboro Yogyakarta (two stars hotel) from the period of September 5th, 2022 to September 12th, 202 in position of **Guest Service Officer in Front Office Departement.**

During her tenure of work, she has proved herself a avery willing person to satisfy customers, the staffs and the company as well as enough qualifications in her capacity carrying daily job performances. She has observation and interview with guest and employee.

We would like to take this opportunity to thank her and wish her every success in her future career path.

Yogyakarta, September 12st, 2022


Wanti Budiyarti, SE
CA & HRD Whiz Hotel Malioboro Yogyakarta

HASIL INTERVIEW

RESPONDEN 1

Nama : Elena

Jabatan : Receptionist

N : kesulitan apa yang dihadapi oleh seorang resepsionis dalam menerima tamu asing terutama di Hotel Whiz Malioboro ini ya kak ?

E : menurut saya kesulitan yang saya alami selama saya bekerja di whiz itu waktu itu ada tamu dari luar negeri dari Bangladesh dan di itu memang agak susah bahasa inggris agak nggak ngerti dan saya juga kurang ngerti, dan dia itu pembayaran belum lunas dan itu melakukan pemesanan dari online, dia ngotot kaya dia itu sudah pembayaran padahal belum pembayaran, jadi untuk menjelaskannya pun susah dia juga harus punya temen yang bahasa Indonesia untungnya punya temen dan itu bisa menjelaskan dan mungkin dari tamunya sendiri juga tu bingung, karena dia itu merasa sudah ee.. pembayaran tapi dari pihak hotel belum melakukan ee.. payment juga gitu, mungkin itu sih menurut saya kesulitannya menjelaskan dia belum pembayaran.

N : apa yang di lakukan resepsionis jika terjadi kesalahpahaman dengan pengunjung dari luar negeri atau turis asing?

E : kalau sejauh ini sih belum ada kesalahpahaman, mungkin yang saya lakukan nanti ee.. menjelaskannya baik-baik tapi kalau nanti kalo misalnya saya belum bisa Bahasa inggris dengan ee.. jelas mungkin saya pakai google translate gitu sih kak.

N : baik, jadi alternatifnya menggunakan google translate atau mungkin dibantu pakai gesture juga ya kak.

E : iya betul kak

N : bagaimana resepsionis belajar berkomunikasi menggunakan Bahasa inggris, sebelumnya ada training class dulu atau kakak sendiri belajar secara autodidak belajar Bahasa inggris?

E ; waktu itu sih pernah les Bahasa inggris kurang lebih setahun, ya mungkin itu aja sih persiapannya untuk kerja di hotel, saya Cuma les Bahasa inggris satu tahun.

N : baik, lalu strategi apa yang digunakan oleh hotel untuk meningkatkan komunikasi bahasa inggris seorang resepsionis?

E : kalo dari pihak hotel sudah membuka class untuk ee.. bahasa inggris kaya kursus Bahasa inggris gitu, diadakannya setiap hari senin pulang kerja kurang lebih jam 3 sore sampai jam 5. Itu yang ikut lumayan banyak.

N : baik, biasanya itu yang dipelajari di class English apa saja ?

E : kalau kemarin dari basicnya dulu kak, karena banyak yang belum ngerti bahasa inggris, kaya I, You, They, We kita di ajarin dari awalnya gitu.

N : lalu strategi apa yang dilakukan untuk selalu terlihat tenang dalam melayani tamu asing ?

E : mungkin kalau ada tamu cara nenangin diri dan agar terlihat tenang itu, kalau saya sendiri senyum gitu walaupun saya pakai masker ya kak, senyum gitu.. biar agak terlihat tenang dan nafas gitu.

N : apa yang dilakukan seorang resepsionis jika tidak memahami maksud dari tamu asing?

E : eeemm... mungkin aku tuh ngomong ke customernya ee.. untuk mengulangi perkataan mereka dengan pelan-pelan dan saya menjelaskan juga kalau saya ini kurang mengerti bahasa inggris gitu kan. Jadi saya mungkin menyuruh mereka untuk ngomong perlan-pelan sama memperjelas gitu.

N : apa yang dilakukan resepsionis jika lupa dengan kata yang akan diucapkan. Biasanya kalau kita melayani tamu asing kan suka ada tegang-tegangnya gitu terus lupa. Nah apa kira-kira strateginya ?

E : ee.. kalau itu mungkin kalau lupa, buka google translate terus ee.. kalau misal gak sempat buka google translate saya ngomong pakai Bahasa indonesia sambil mengarahkan tangan gitu kak, misalnya untuk nunjukin dia nanya ee.. restaurant, waktu itu saya sempat lupa karena ngeblang terus saya nunjukin tangan saya ke arah restaurant atau saya tunjukan sambil jalan gitu.

N : baik jadi pakai gesture dan mengarahkan juga ya kak?

E : iya bener

N : lalu dengan cara apa resepsionis memperdalam bahasa inggris, apakah dengan nonton film dengan subtitle bahasa inggris atau mendengarkan lagu gitu.

E : kalo saya beberapa bulan ini sudah ee.. nonton film turki tapi bahasanya Bahasa inggris untuk subtittlenya, terus saya juga sering ngobrol sama temen saya Namanya nisa sering pakai Bahasa inggris gitu, kalau misal saya salah kadang dia perbaiki gitu.

N : hal apa yang biasa customer tanyakan ? selain check in dan check out.

E : itu bule ya ?

N : iya

E : kalau misalnya bule, kemarin itu nanya juga untuk breakfast penambahan breakfast itu berapa terus ada juga mungkin mereka tu nanya ee.. jalan soalnya mereka itu mau ke stasiun dari sini ke stasiun berapa jauhnya terus gimana cara mereka kesana tu naik apa biar lebih cepet gitu sih .

N : apa yang resepsionis lakukan jika ada pengucapan tamu asing yang tidak dimengerti?

E : ee.. kalo gitu sih kalau ada pengucapan yang tidak dimengerti mungkin dari tamunya itu mengucapkan ee.. maksudnya diaa dan saya tu mengertinya hal yang lain gitu artinya lain gitu, waktu itu saya ee.. sempat ada atasan saya, saya tanyakan dulu ke beliau kalau misalnya ada pengucapan yang saya kurang ngerti bahasanya, saya minta tolong ke beliau, tapi waktu itu juga ada saya gak ngerti dan gak ada orang disini, saya apa yaa.. menyuruh beliau untuk mengulangi ucapannya terus saya searching dulu atau enggak saya menyuruh beliau untuk buka google translate untuk mengartikan maksud beliau gitu.

N : apakah anda pernah berlatih berbicara bahasa inggris dengan native speaker, ini orang asli yang dari luar negri, untuk meningkatkan kemampuan berbicara Bahasa inggris secara langsung, jika pernah, menurut kakak sendiri efektif atau tidak?

E : kalau menurut saya ini belum pernah, tapi kalau misalnya memang bisa itu menurut saya efektif juga sih kak, karena bisa melatih juga ya, ee.. Bahasa kita memperluas untuk vocab kita gitu sih kak, mungkin efektif kalau misalnya ada gitu.

RESPONDEN 2

Nama : Nisa

Jabatan : Receptionist (expert Bahasa Inggris)

N : kesulitan apa yang dihadapi oleh seorang resepsionis dalam menerima tamu asing?

Ni : yaa pastinya Bahasa ya komunikasi gitu, soalnya disini kita juga tidak setiap hari maksudnya jarang-jarang juga dapat tamu dari luar gitu.

N : lalu apa yang dilakukan resepsionis jika terjadi kesalahpahaman dengan pengunjung terutama orang asing?

Ni : mungkin kita bisa menanyakan kembali ya seandainya memang terjadi kesalahpahaman, kita tanya Kembali maksud dan tujuannya, mungkin dengan perlahan kita bisa memahami apa ee.. atau apa sebenarnya yang mereka maksud gitu, sehingga kita bisa memahami keperluan mereka begitu.

N : baik, lalu bagaimana resepsionis belajar berkomunikasi menggunakan Bahasa Inggris ? sebelumnya apakah ada mengikuti kelas training atau mbaknya belajar secara autodidak gitu?

Ni : ee.. sebelumnya juga saya pernah kursus Bahasa Inggris,

N : strategi apa yang digunakan oleh hotel untuk meningkatkan komunikasi Bahasa Inggris ? ee.. terutama dari resepsionis itu sendiri ?

Ni : okee ee.. kebetulan juga, untuk bulan lalu inikan lagi rame-rame nya untuk turis datang ke daerah jogja khususnya buat daerah Malioboro heh kak ya, kebetulan juga ada beberapa resepsionis itu dalam komunikasi menggunakan Bahasa asing memang kendala tersendiri bagi mereka begitu untuk berkomunikasi, jadi pihak hotel kemarin sempat mengadakan training Bahasa Inggris begitu biasanya dilakukan satu minggu sekali gitu kak untuk meningkatkan ee.. komunikasi kita Bahasa Inggris kita begitu.

N : baik, lalu strategi apa yang mbak lakukan untuk selalu terlihat tenang dalam melayani customer, biasanya kan suka nagak tegang gitu kalau bertemu dengan foreigner gitu, apa strateginya mbak?

Ni : yaa.. pertama fokus juga sih kak, fokus dulu gimana mengoptimalkan gimana caranya biar kita fokus biar kita tidak kelihatan terburu-buru gitu, kalo kita bisa fokus kita bisa tenang gitu menghadapi foreigner biar kelihatan berbicaranya juga tidak terlalu terbata-bata gitu. Yang penting harus terbias juga sih kak.

N : cara apa yang dilakukan jika seorang resepsionis kurang memahami maksud dari tamu asing? Biasanya kan ada tamu asing dari berbagai negara dengan berbeda accent juga membuat kita sulit memahami gitu,

Ni : biasanya kita minta mereka make it slowly berbicara gitu sama mengulangi juga kata-kata mereka sampe 3 kali gitu biar kita memahami maksud yang pastinya dari mereka gitu, sama kadang-kadang kalau tidak mengerti kita mungkin bisa minta bantu tulis atau dalam nominal kita bisa bantu pakai kalkulator gitu kak biar tidak ada kesalahpahaman gitu.

N : lalu dengan cara apa mbak sendiri memperdalam vocabulary Bahasa Inggris, biasanya kan ada tips gitu menonton film menggunakan subtitle Bahasa Inggris atau mendengarkan lagu atau baca buku atau bagaimana mbak?

Ni : yaaa.. kadang-kadang bisa dengan mendengarkan lagu, menonton yang pastinya yang bahasa harus terbiasa kayaknya yang penting ee.. lebih bagusnya dengan ini sih kak practice sering-sering practice gitu, beberapa teman kan ada yang bisa jadi kadang-kadang kita sengaja gitu buat practice buat Bahasa Inggris kita gitu.

N : jadi kebanyakannya belajar Bahasa Inggris itu dengan sesama resepsionis ya ?

Ni : eee.. sepertinya begitu kak hehe

N : baik, lalu hal apa yang biasa customer tanyakan ?

Ni : biasanya yaa kita dijogja disini kan pusat wisata kak ya, pastinya menanyakan tentang tempat wisata begitu, paling begitu sih kak sama transportasi yang bisa mencapai yang bisa mengantarkan mereka ke tempat tujuan mereka gitu, seperti tempat wisata begitu.

N : apa yang mbak lakukan jika ada pengucapan tamu asing yang tidak dimengerti ?

Ni : ya seperti yang saya bilang sebelumnya, jika kita tidak mengerti dengan apa yang mereka ucapkan, kita bisa meminta mereka untuk mengulangi kata-kata mereka atau berbicara lebih slow gitu biar kita bisa mengerti atau dibantu dengan kata-kata lain begitu kak hehe..

N : apa mbaknya suka menggunakan google translate untuk membantu ?

Ni : ee.. belum kak, belum pernah menggunakan.

N : apakah mbak pernah berlatih berbicara Bahasa Inggris dengan native speaker ? kalau misal pernah, apakah itu efektif atau tidak ?

Ni : ee.. sebelumnya belum sih kak, ee.. biasanya Cuma sama temen- temen belajar gitu kak, kalo pertama kali ngomong Bahasa Inggris sama native speakernya langsung pas waktu kerja ini aja.

RESPONDEN 3

Nama : Fiki

Jabatan : Receptionist (e-commerce)

N : apa kesulitan yang dihadapi oleh seorang resepsionis dalam menerima tamu asing ?

F : kalau untuk kesulitan pasti untuk ee.. misal ada request atau check in itu sering terjadi miss komunikasi jadi tamu maunya apa jadi karena tidak saling faham akhirnya jadi lama itu aja sih, karena kurangnya pengetahuan.

N : baik, lalu apa yang dilakukan seorang resepsionis jika terjadi kesalahpahaman dengan pengunjung terutama orang asing?

F : kalo untuk sejauh ini bisa dibantu dengan google translate, kebanyakan itu atau enggak ee.. mungkin ada senior kita pak muchtar contohnya bisa membantu.

N : baik, lalu bagaimana jika resepsionis belajar komunikasi menggunakan Bahasa inggris?

F : kalua sejauh ini ada yang sempat ikut kursus di les atau enggak disini juga setiap hari senin, ditanggal-tanggal tertentu itu ada pembelajaran langsung sama atasan kita untuk belajar Bahasa inggris bersama.

N : baik, biasanya yang digunakan untuk belajar Bahasa inggris itu apa pak? Apakah conversation atau belajar grammar atau bagaimana pak?

F : ee.. semuanya dipelajari tapi bertahap dan juga keterbatasan jam sama waktu yang kurang menentu jadi hasilnya kurang maksimal.

N : baik, lalu strategi apa yang dilakukan oleh hotel untuk meningkatkan komunikasi Bahasa inggris di resepsionis ?

F : kalua sejauh ini ee.. alhamdulillah untuk ee.. fo mungkin kalau hanya sekedar proses check in itu sudah bisa hafalan, jadi sejauh ini masih terkendali sih untuk ee.. komunikasi dengan tamu asing.

N : baik, jadi untuk strateginya juga bisa dibilang menggunakan English class itu ya pak ?

F ; ya, ada pelajaran bahasa inggris sama ee.. pak budi ada jam jam tertentu hari tertentu sama beliau dikasih pembelajaran tentang Bahasa inggris.

N : baik, lalu strategi apa yang di gunakan oleh bapak sendiri agar selalu terlihat tenang dalam melayani customer terutama tamu asing ?

F : kalau intuk strategi lebih ke jam terbang kali ya mbak sama ee.. kalua untuk yang resepsionis beberapa tadi sudah tau apasih kalau check in apa yang dibutuhkan tamu asing, apa prosedurnya . jadi cara pelafalannya aja sih oh stepnya ini ini, setelah ini ini, mungkin kalua keluar dari lingkup check in atau tanya tanya hotel butuh sedikit waktu

N : lalu cara apa jika seorang resepsionis kurang memahami maksud dari tamu asing, biasanya kan yang datang itu dari berbagai negara tentunya mereka juga mempunyai accent yang

berbeda-beda begitu, jadi gimana itu caranya agar kita bisa memahami maksud dari customer tersebut, apakah diulang atau bagaimana?

F : sejauh ini pasti kesatu diulang, kedua biasanya tamu asing yang kesini itu dia HP nya langsung ada translate ya, jadi sekali itu ada yang langsung ketik terus masukkan Bahasa Indonesia gitu sih.

N : baik, berarti rata-rata menggunakan google translate ya.

F : sejauh ini banyak yang kita temuin menggunakan translate, betul.

N : lalu apa yang dilakukan resepsionis jika lupa kata dalam Bahasa inggris yang akan di ucapkan, biasanya kan nervous lalu tiba-tiba ngeblang terus lupa gitu.

F : ee.. tadi mungkin satu karena FO sendiri difasilitasi diperbolehkan pegang HP atau enggak HP hotel juga standby, mungkin pake itu google translate atau enggak minta tolong senior yang disini yang sekiranya lebih faham suruh bantu handle.

N : baik, lalu dengan cara apa ee.. seorang resepsionis memperdalam vocabulary dalam Bahasa inggris, apakah nonton film menggunakan subtitle Bahasa inggris atau belajar di kursus atau dari autodidak itu dengan cara apa bapak memperdalam ee.. Bahasa inggris ?

F : memperdalamnya mungkin tadi salah satunya nonton film terus ee.. dengerin music atau enggak ee.. sering-sering ini aja sih ikut les di hotel itu aja sih.

N : lalu hal apa yang biasa ditanyakan customer pak ?

F : yang sering kalau sejauh ini wisata borobudur, prambanan, terus ee.. wisata daerah sini kalau selebihnya makanan kali ya itu aja sih.

N : baik, apa yang ee.. anda lakukan jika ada pengucapan tamu asing yang tidak dimengerti ?

F : satu tadi sudah di ulangin lagi, mungkin disuruh untuk merepeat atau enggak kalau memang sudah terpaksa gak tau kita menggunakan fasilitas HP tadi google translate contohnya.

N : apakah bapak pernah berlatih berbicara Bahasa inggris dengan native speaker, untuk meningkatkan kemampuan berbicara dalam Bahasa inggris, jika iya apakah efektif atau tidak ?

F : saya belum pernah sih mbak, cuma kalau untuk itu kayanya efektif sih untuk mengasah kemampuan.

N : berarti bapak untuk practice Bahasa inggrisnya masih dengan sesama ya ?

F ; yaa.. masih dengan sesama atau enggak langsung ke ee.. tamu asing yang berkunjung kesini.

RESPONDEN 4

Nama : Pak Muchtar

Jabatan : Front Office Manager (FOM)

N : kesulitan apa yang dihadapi oleh seorang resepsionis dalam menerima tamu asing ?

PM : kalau kesulitan sih multibahasa ya kadang semua ee.. foreigner itu ada yang bisa Bahasa inggris ada yang tidak ee.. dalam tanda kurung biasanya orang jepang, orang chinnese, itu jarang sekali bisa Bahasa inggris, eee.. itu kesulitannya sih, kalau selama ini tamu dengan bahasa inggris itu bisa kami handle dengan baik.

N : baik, lalu apa yang dilakukan resepsionis jika ada terjadi miscommunication dengan pengunjung terutama orang asing?

PM : kalau miscommunication ee.. biasanya tentang pengetahuan sekitar ya ee.. jadi ee.. disini kan front office diuntut harus tau daerah sekitar point of interest yang ada di sekitar hotel itu harus tau, biasanya mereka kurang memahami tentang maksud dimana ini berada terus ee.. kaya destination yang baru itu juga sering mempengaruhi misscommunication dengan orang asing itu aja.

N : baik, lalu bagaimana resepsionis belajar berkomunikasi menggunakan Bahasa inggris ?

PM : kalo belajar komunikasi dengan Bahasa inggris kita mengadakan class training setiap harii senin dalam satu minggu itu satu kali dan di hari senin setelah after shift jam 3 sore kita melakukan training bahasa inggris yang di mentori oleh HM kami sendiri pak budi namanya ee.. disana di ajarkan ee.. tentang how to handle guest dengan baik ee.. terutama orang asing ya dengan Bahasa inggris.

N : lalu strategi apa yang digunakan oleh hotel untuk meningkatkan komunikasi ee.. Bahasa inggris resepsionis ?

PM : strateginya si simple ya, kita diwajibkan download duolingo dari awal level 1 sampai level atas itu ee.. setiap orang beda-beda jadi nanti akan adaapa Namanya ee.. penghargaan reward kalo orang yang bisa menyelesaikan ee.. level yang sudah kami targetkan ya. Misalkan dlam satu bulan itu bisa langsung level 5 dengan baik itu nanti dapet reward, itu cara kami untuk ee.. biar anak-anak itu suka dengan Bahasa inggris, karena ada reward dan itu mungkin berguna ya untuk anak-anak terutama di resepsionis.

N : baik, lalu strategi apa yang bapak sendiri lakukan untuk selalu terlihat tenang dalam melayani customer, kadang kan ada nervousnya juga, ada blangnya juga gitu ya pak kalo melayani customer asing. Jadi bagaimana pak strateginya agar terlihat lebih tenang gitu ?

PM : ee.. perbanyak vocabulary ya terutama itu ee.. penting banget jadi kalo kita tau maksud dan perkataan jadi kita bisa jawab tamu asing dengan baik otomatis kita akan tenang, kecuali kalo kita vocabnya kurang itu pasti akan nervous. Karena kita gak tau apa yang harus dikatakan ya, hehe.. gitu siih.

N : cara apa yang dilakukan ee.. jika seorang resepsionis kurang memahami maksud dari tamu asing, biasanya kan ada beberapa tamu itu dari berbagai negara, tentuny ajika berbicara Bahasa

inggris dengan accent yang berbeda gitu, jadi bagaimana caranya bapak bisa memahami maksud dari tamunya pak?

PM : ee.. kalo untuk Bahasa inggris itu pelafalannya dari berbagai negara memang berbeda ya, ee.. Pertama biasanya kita ee.. ulang pertanyaan yang si tamu asing itu berikan kita minta ulang, terus kalo masih belum faham biasanya kita gunakan HP, disana ada translate mereka suruh nulis gitu sih, jadi ee.. itu sangat apa ya membantu ee.. ketika kita sedan gee.. berbicara dengan orang yang englishnya kurang bagus gitu sih.

N : baik, lalu apa yang dilakukan seorang resepsionis lupa dengan kata dalam Bahasa inggris yang akan di ucapkan ?

PM : kalo ..

N : apakah pengalihannya dengan gesture atau dibantu kembali menggunakan google translate gitu, karena suka lupa gitu ?

PM : kalo biasanya kalo kita lupa ee.. kita tanya dengan yang udah expert ya, kita suruh tunggu tamu sebentar, kita bilang kalo memang Bahasa inggris kami kurang, kita cari orang yang bener-bener yang levelnya di atas kita, kalo masih, misalnya kita sendirian biasanya kita pake translate atau pake yaa.. gerak tubuהל atau ee.. Gerakan seperti apa pasti mereka juga tau.

N : lalu dengan cara apa bapak memperdalam vocabulary Bahasa inggris, apakah nonton film atau mengikuti kursus bahasa inggris atau belajar autodidak pak ?

PM : kalo saya sendiri tetep ke duolingo ya, saya ee.. setiap hari duolingo 5 menit sampe 10 menit untuk memperdalam vocabularynya.

N : lalu hal apa yang biasa customer tanyakan pak ?

PM : biasanya tanya point of interest di daerah sini itu apa aja, ada apa aja terus car rental atau transportation dan biasanya sama tiketing yaa, dimana beli tiket ee.. kereta api terus ee biasaya dimana kraton berada dimana ya kaya destination-destination disini yang menarik biasanya itu yang ditanyakan sih.

N : baik, kalau misalkan di area hotel sendiri pak ?

PM : kalo area hotel sih, tamu asing yang ditanyakan ya, biasanya jarang sih tanya-tanya hehe.. tapi ee.. ada sih pernah saya nemuin kalo di hotel sendiri dia tanya apakah ada swimming pool, apakah ada bar , mereka kan orang barat suka minum ya, bir dan yang lain-lain, ya pertanyaan yang banyak saya jumpai itu sih.

N : lalu apa yang apak lakukan jika ada pengucapan tamu asing yang tidak dimengerti ?

PM : ee.. biasanya kita minta repeat ya, sekali dua kali kalo masih gak ngerti, biasanya orang chinnese ini atau orang jepang itu susah banget Bahasa inggris, kita jelasin pakai Bahasa inggris dengan baik mereka pun nggak ngerti , biasanya kita minta nulis di HP mereka apa yang mereka tanyakan, biasanya pake huruf kanji mereka dan tertranslate ke inggris atau Indonesia. Itu sih caranya.

N : apakah bapak pernah berlatih berbicara Bahasa inggris dengan native speaker untuk meningkatkan kemampuan berbicara dalam Bahasa inggris? Jika iya menurut bapak efektif atau tidak ?

PM : pernah sih, kalo pake native speaker itu menurut saya gak efektif ya, karena kita cuma denger sekali dua kali, kalo menurut saya yang efektif itu ketemu langsung sama ee.. orangnya, biasanya orang yang setiap hari pake Bahasa inggris kaya tamu asing, itu pasti akan kita inget terus, ee.. sama biasanya sih keseharian kalo misalnya kita tiap hari ngomong Bahasa inggris dan belajar Bahasa inggris itu pasti bisa.

①

Format Kuisisioner

Questionnaire Form

Guided Interview for Receptionist

A. Pengantar

Saya Nur A Filla, mahasiswi program studi Pendidikan Bahasa Inggris, Fakultas Keguruan dan Ilmu Pendidikan, Universitas Pakuan, sedang melaksanakan penelitian mengenai "SPEAKING STRATEGIES USED BY RECEPTIONIST IN COMMUNICATION WITH FOREIGNER". Untuk mendapatkan data tersebut, saya memohon bantuan Anda untuk mengisi pernyataan-pernyataan dibawah ini. Informasi yang Anda berikan akan digunakan semata-mata hanya untuk penelitian saya.

B. Identitas Responden

Nama : Ellena Djatayu Sekartiwi
No. Telfon : 089515287338
Jabatan : Receptionist

C. Petunjuk Pengisian

Berikanlah tanda (✓) pada pilihan yang sesuai dengan keadaan Anda.

D. Keterangan Pilihan Jawaban

- Ya
- Tidak


ellena

No.	Pernyataan	Ya	Tidak
1.	Saya menyiapkan kata-kata untuk menyambut dan melayani orang asing.	✓	
2.	Saya mencatat setiap kosa kata baru serta artinya yang di ucapkan oleh orang asing.	✓	
3.	Saya menghafal setiap kosa kata baru dan mencoba mengucapkan secara langsung dengan orang asing.	✓	
4.	Saya memperagakan kata yang saya maksud ketika mengalami kesulitan dalam mengucapkan kalimat yang dimaksud.	✓	
5.	Saya membuat note kalimat yang biasa diucapkan, untuk mempermudah komunikasi dengan orang asing.		✓
6.	Saya mencari arti dari kosa kata baru dalam kamus Bahasa Inggris.		✓
7.	Saya menambah kosakata baru dari menonton film dengan subtitle Bahasa Inggris.	✓	
8.	Saya mengikuti kelas training Bahasa Inggris terlebih dahulu sebelum ditugaskan sebagai resepsionis.	✓	
9.	Saya mencoba berlatih berbicara Bahasa Inggris dengan <i>native speaker</i> agar dapat mengoreksi kesalahan dalam pengucapan.		✓
10.	Saya berlatih berbicara di depan cermin untuk meningkatkan kemampuan berbicara dan percaya diri saat berbicara dengan orang asing.		✓
11.	Saya berlatih berbicara dalam Bahasa Inggris menggunakan metode <i>conversation</i> dengan sesama resepsionis.	✓	

Format Kuisisioner

Questionnaire Form

Guided Interview for Receptionist

A. Pengantar

Saya Nur A Filla, mahasiswi program studi Pendidikan Bahasa Inggris, Fakultas Keguruan dan Ilmu Pendidikan, Universitas Pakuan, sedang melaksanakan penelitian mengenai "SPEAKING STRATEGIES USED BY RECEPTIONIST IN COMMUNICATION WITH FOREIGNER". Untuk mendapatkan data tersebut, saya memohon bantuan Anda untuk mengisi pernyataan-pernyataan dibawah ini. Informasi yang Anda berikan akan digunakan semata-mata hanya untuk penelitian saya.

B. Identitas Responden

Nama : Nur A Filla
No. Telfon : 0822 8101 3803
Jabatan : Receptionist

C. Petunjuk Pengisian

Berikanlah tanda (√) pada pilihan yang sesuai dengan keadaan Anda.

D. Keterangan Pilihan Jawaban

- Ya
- Tidak



No.	Pernyataan	Ya	Tidak
1.	Saya menyiapkan kata-kata untuk menyambut dan melayani orang asing.	✓	
2.	Saya mencatat setiap kosa kata baru serta artinya yang di ucapkan oleh orang asing.	✓	
3.	Saya menghafal setiap kosa kata baru dan mencoba mengucapkan secara langsung dengan orang asing.	✓	
4.	Saya memperagakan kata yang saya maksud ketika mengalami kesulitan dalam mengucapkan kalimat yang dimaksud.	✓	
5.	Saya membuat note kalimat yang biasa diucapkan, untuk mempermudah komunikasi dengan orang asing.		✓
6.	Saya mencari arti dari kosa kata baru dalam kamus Bahasa Inggris.		✓
7.	Saya menambah kosakata baru dari menonton film dengan subtitle Bahasa Inggris.	✓	
8.	Saya mengikuti kelas training Bahasa Inggris terlebih dahulu sebelum ditugaskan sebagai resepsionis.	✓	
9.	Saya mencoba berlatih berbicara Bahasa Inggris dengan <i>native speaker</i> agar dapat mengoreksi kesalahan dalam pengucapan.		✓
10.	Saya berlatih berbicara di depan cermin untuk meningkatkan kemampuan berbicara dan percaya diri saat berbicara dengan orang asing.		✓
11.	Saya berlatih berbicara dalam Bahasa Inggris menggunakan metode <i>conversation</i> dengan sesama resepsionis.	✓	

Format Kuisisioner

Questionnaire Form

Guided Interview for Receptionist

A. Pengantar

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B. Identitas Responden

Nama : Fifi Aryanto
No. Telfon : 0813 9109 5323
Jabatan : E-com / Reservis

C. Petunjuk Pengisian

Berikanlah tanda (√) pada pilihan yang sesuai dengan keadaan Anda.

D. Keterangan Pilihan Jawaban

- Ya
- Tidak

No.	Pernyataan	Ya	Tidak
1.	Saya menyiapkan kata-kata untuk menyambut dan melayani orang asing.	✓	
2.	Saya mencatat setiap kosa kata baru serta artinya yang di ucapkan oleh orang asing.		✓
3.	Saya menghafal setiap kosa kata baru dan mencoba mengucapkan secara langsung dengan orang asing.	✓	
4.	Saya memperagakan kata yang saya maksud ketika mengalami kesulitan dalam mengucapkan kalimat yang dimaksud.	✓	
5.	Saya membuat note kalimat yang biasa diucapkan, untuk mempermudah komunikasi dengan orang asing.	✓	
6.	Saya mencari arti dari kosa kata baru dalam kamus Bahasa Inggris.	✓	
7.	Saya menambah kosakata baru dari menonton film dengan subtitle Bahasa Inggris.	✓	
8.	Saya mengikuti kelas training Bahasa Inggris terlebih dahulu sebelum ditugaskan sebagai resepsionis.	✓	
9.	Saya mencoba berlatih berbicara Bahasa Inggris dengan <i>native speaker</i> agar dapat mengoreksi kesalahan dalam pengucapan.		✓
10.	Saya berlatih berbicara di depan cermin untuk meningkatkan kemampuan berbicara dan percaya diri saat berbicara dengan orang asing.	✓	
11.	Saya berlatih berbicara dalam Bahasa Inggris menggunakan metode <i>conversation</i> dengan sesama resepsionis.	✓	

Format Kuisisioner

Questionnaire Form

Guided Interview for Receptionist

A. Pengantar

Saya Nur A Filla, mahasiswi program studi Pendidikan Bahasa Inggris, Fakultas Keguruan dan Ilmu Pendidikan, Universitas Pakuan, sedang melaksanakan penelitian mengenai "SPEAKING STRATEGIES USED BY RECEPTIONIST IN COMMUNICATION WITH FOREIGNER". Untuk mendapatkan data tersebut, saya memohon bantuan Anda untuk mengisi pernyataan-pernyataan dibawah ini. Informasi yang Anda berikan akan digunakan semata-mata hanya untuk penelitian saya.

B. Identitas Responden

Nama : Muchtar Urzani
No. Telfon : 085641983215
Jabatan : FO LEADER

C. Petunjuk Pengisian

Berikanlah tanda (√) pada pilihan yang sesuai dengan keadaan Anda.

D. Keterangan Pilihan Jawaban

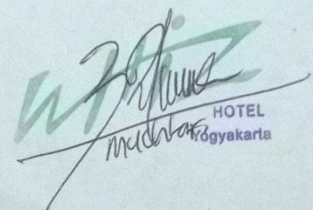
- Ya
- Tidak


Muchtar Urzani

No.	Pernyataan	Ya	Tidak
1.	Saya menyiapkan kata-kata untuk menyambut dan melayani orang asing.	✓	
2.	Saya mencatat setiap kosa kata baru serta artinya yang di ucapkan oleh orang asing.		✓
3.	Saya menghafal setiap kosa kata baru dan mencoba mengucapkan secara langsung dengan orang asing.	✓	
4.	Saya memperagakan kata yang saya maksud ketika mengalami kesulitan dalam mengucapkan kalimat yang dimaksud.	✓	
5.	Saya membuat note kalimat yang biasa diucapkan, untuk mempermudah komunikasi dengan orang asing.	✓	
6.	Saya mencari arti dari kosa kata baru dalam kamus Bahasa Inggris.	✓	
7.	Saya menambah kosakata baru dari menonton film dengan subtitle Bahasa Inggris.	✓	
8.	Saya mengikuti kelas training Bahasa Inggris terlebih dahulu sebelum ditugaskan sebagai resepsionis.	✓	
9.	Saya mencoba berlatih berbicara Bahasa Inggris dengan <i>native speaker</i> agar dapat mengoreksi kesalahan dalam pengucapan.	✓	
10.	Saya berlatih berbicara di depan cermin untuk meningkatkan kemampuan berbicara dan percaya diri saat berbicara dengan orang asing.		✓
11.	Saya berlatih berbicara dalam Bahasa Inggris menggunakan metode <i>conversation</i> dengan sesama resepsionis.	✓	

Text Conversation Whiz Hotel Malioboro.

- R: Good morning Madam/ Sir, welcome to Whiz Hotel Malioboro Yogyakarta. How can we help you?
- G: Do you have any rooms available for today?
- R: Yes Madam, we have plenty of rooms available today. How long will you be staying?
- G: I will be staying for three nights.
- R: How many guests are with you?
- G: Just me and my friend.
- R: Would you like a room with a double bed or twin beds?
- G: Twin beds, please.
- R: All rooms in this hotel are non-smoking rooms. Do you okay with it?
- G: No problem.
- R: All right, Madam. Your room will be Rp 500.000,00 per night. May I see your ID Card, please?
- G: Here it is.
- R: Thank you. How would you like to pay? Cash or credit card?
- G: I would like to pay with credit card, here it is.
- R: Yes, Madam. Thank you.
- G: Is breakfast included?
- R: Yes, a full Asian style breakfast every morning.
- G: Thank you.
- R: You're welcome, Madam. Could you fill out this form?
- G: Of course, no problem.
- R: Alright. Thank you, Madam. We processed your information. Your room will be room 678 on the sixth floor. Here is your room key. To get to your room, take the elevator on the left side, then press six on the button on the elevator. Your room will be on the right side. A bellboy will bring your luggage shortly.
- G: Great, thank you.
- R: You're welcome. If you have any problems, please dial '0' from your room. There is Internet connection available in all areas of hotel 24 hours a day.
- G: Thank you. What time is check out?
- R: Maximum time to check out is at 2 PM.
- G: Thank you.
- R: My pleasure, Madam. Have a wonderful stay in Whiz Hotel Malioboro Yogyakarta.





Respondent 1
Mbak Elena



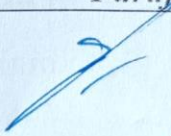
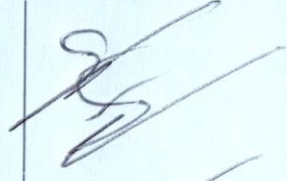
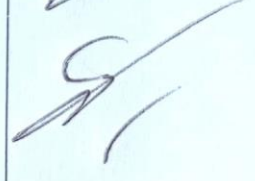
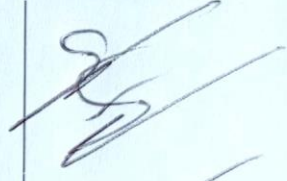
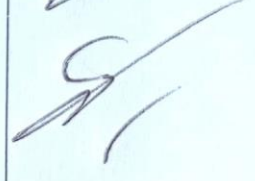
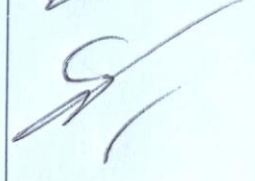
Respondent 2
Mbak Nisa

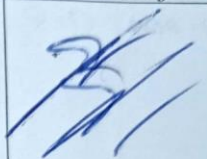


Respondent 3
Mas Fiki



Respondent 4
Pak Muchtar

Tanggal	Bab	Catatan Bimbingan	Paraf
20-12-2021	I - <u>III</u>	- Perbaiki BAB 1 - 3 - Tambahkan Teori - Perbaiki Research Proposal.	
	I	- Perbaiki Operation Definition & Penulisan Theory	
	I	Perbaiki judul & pertajam Background.	
	I	Perkuat data Background	
12-10-2020	I	Perbaiki judul & pertajam Background.	
4-12-2020	I	Perkuat data Background	
8-06-2021	I	- Tiba-tiba "Hotel", harus ada bridgenya dulu. - perbaiki kalimat "in the hotel industry"	
23-09-2021	II	- Perbaiki kalimat "to know" menjadi "to investigate". - Perbaiki kata "to know" menjadi "to analyze"	
		- Tambahkan referensi pada definition of speaking. - Tambahkan referensi pada definition of receptionist. - Related reseach terlalu panjang.	
	III	- Perbaiki grammar. - Perbaiki instrument penelitian	
		- Ganti Spasinya menjadi 1 pada Bagian Questionnaire.	
24-09-2021			

Tanggal	Bab	Catatan Bimbingan	Paraf
28-09-2021		Perbaiki Questionnaire.	
26-10-2022	IV & V	Perbaiki Grammar	
4-11-2020	I	Lanjutkan ke Bab - II	
30-01-2021	II	Perbaiki Grammar	
8-02-2021	III	Lanjutkan Bab III	
12-02-2021	III	Bab III Approved	
25-10-2022	IV & V	- Bab IV & V Approved - Buat DECLARATION - PREFACE - ACKNOWLEDGMENT - ABSTRACT	

Tanggal	Bab	Catatan Bimbingan	Paraf
28-10-2022	4-5	- Approved with a list of <u>revisions</u> . <u>ok</u>	
28-10-2022		- Perbaiki Declaration, Preface & Acknowledgement.	

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PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN
UNIVERSITAS PAKUAN

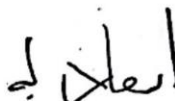
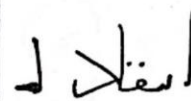
Nama : NUR A FILLA

NPM : 031117017

Judul Skripsi : RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY

CATATAN PERBAIKAN

- Judul ganti jadi 'RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY'
- Perbaiki research question
- Tambahkan theory communication.

Ketua/Sekretaris Prodi,	Telah dikonsultasikan kepada penguji pada tanggal : 02.12.2022	Bogor, 02.12.2022 Penguji,
		
Istiqlaliah Nurul H, M.Pd. NIK. 1.0212008570	Istiqlaliah Nurul H, M.Pd. NIK. 1.0212008570	Istiqlaliah Nurul H, M.Pd. NIK. 1.0212008570

FORMAT PERBAIKAN SKRIPSI
PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN
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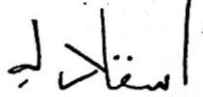
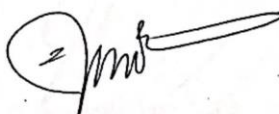
Nama : NURA FILLA

NPM : 031117017

Judul Skripsi : RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY

CATATAN PERBAIKAN

- Judul diperbarui menjadi "RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY".
- Chapter I, II, IV & V disesuaikan dengan judul baru.
- Bibliography → Jarak antar buku 2 spasi.

Ketua/Sekretaris Prodi,  Istiqialiah Nurul H, M.Pd. NIK. 1.0212008570	Telah dikonsultasikan kepada penguji pada tanggal : <u>28-11-2022</u>  Mursyidah Rahmah, M.Pd. NIK. 1.0903032435	Bogor, <u>28-11-2022</u> Penguji,  Mursyidah Rahmah, M.Pd. NIK. 1.0903032435
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PROGRAM STUDI PENDIDIKAN BAHASA INGGRIS
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN
UNIVERSITAS PAKUAN

Nama : NUR A FILLA

NPM : 031117017

Judul Skripsi : RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY

CATATAN PERBAIKAN

- Judulnya diganti menjadi "RECEPTIONIST STRATEGIES IN DEVELOPING THEIR ENGLISH ABILITY"
- Isinya disesuaikan dengan judul baru.

Ketua/Sekretaris Prodi,  Istiqlaliah Nurul H, M.Pd. NIK. 1.0212008570	Telah dikonsultasikan kepada penguji pada tanggal : 02.12.2022  Dr. Iyan Irdiansyah, M.Pd. NIK. 1.1013020619	Bogor, 02.12.2022 Penguji,  Dr. Iyan Irdiansyah, M.Pd. NIK. 1.1013020619
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