

CHAPTER I

INTRODUCTION

A. Background

In modern days now Indonesia is entering Globalization era. This means that everyone in Indonesia has more challenges than that any of the past years, because people do not only have competitors from local area but also competitors from foreign countries being involved in global economic competition. It is similar to the free trade policy that has been applied since 2003. Moreover, these competitions cover every aspect, including tourism resorts and hotels resort.

Tourism is considered one of the major aspects of international industries. Tourism industry can give great income to the country that applied to that industry. It can give a significant contribution to the economic development in every country. The majorities of developed country or advanced country in the world are making efforts to attract people from other country to come to their country and spend their money so that the economy of the local country can improve.

It is known that there are many connections between tourism resort and hotel. Tourism resort becomes an important part of human life because it can make their life more prosperous and it can rise up their welfare. As the tourism develops, many people and companies built facilities to improve tourism quality. Tourism industry has a purpose to provide tourism service. As it has been mentioned above, one of the facilities to provide people with traveling more than a day is hotel.

Hotel is one of the accommodations that are included in the “amenity” approach, which is one of the four “A” approaches of the tourism system that consists of attraction, accessibility, amenity, and activity. As we already know that a hotel does not only prepare its service in lodging matter, but also in other services that can support the hotel income.

Hotel industry is exceptionally beneficial if it is well managed. Guests’ satisfaction is the most important thing because from them this business can develop. Riyadi Palace Hotel in Solo is one of the three-star rated hotels and until now this hotel keeps developing well. It is because Riyadi Palace hotel tries to increase its quality in term of services. The hotel always tries to give the best services to make the guests satisfied. In providing their needs the service are supported by various departments in Riyadi hotel, namely: Front office, marketing department, accounting department, food and beverage department, house keeping department, engineering department, laundry department. Riyadi Palace hotel has offered banquet service as its main service. It can prepare a small meeting up to a

large wedding ceremony. It can also arrange a banquet packages for people who want to hold their party or meeting.

In order to increase the quality of services in Riyadi Palace Hotel the waiters should have abilities to communicate with the hotel guests smoothly. Not just in Indonesian language but also in English language.

The writer will try to describe the use of English language in waiters' service especially in Riyadi Palace Hotel Surakarta. Since the guests were not only domestic but also foreigners, the waiters must understand what the guests wanted in order to make them satisfied with the services. That is why English language is important in waiters' service.

B. Objectives

The purpose of this report is:

1. To know the waiters' activities that had connection with the use of English language.
2. To know what kind of mistakes that the waiters made when they used the English language.

C. Benefits

The benefits of this report are:

1. For Riyadi Palace hotel

To give more input for the hotel to improve its waiters quality in order to get customers' satisfaction

2. For the waiters

To give more information for the waiters to improve their skill about communicating with foreign guests fluently.

