THE IMPORTANCE OF ENGLISH FOR THE STAFF OF HOUSEKEEPING DEPARTMENT IN IMPROVING THE SERVICE QUALITY AT LORIN SOLO HOTEL

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the

English Diploma Program, Faculty of Cultural Sciences,

Sebelas Maret University

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ENGLISH DIPLOMA PROGRAM
FACULTY OF CULTURAL SCIENCES
SEBELAS MARET UNIVERSITY
2016
APPROVAL OF CONSULTANT

Approved to be examined before the Board of Examiners,

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Faculty of Cultural Sciences
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Dean,
MOTTO

“Difficulty doesn’t mean impossible”

“Be as yourself as you want”
DEDICATION

I would like to dedicate this final project to,

1. My beloved Mom, Dad, my brothers and my sister
2. All of my friends
PREFACE

I would like to say thank to Jesus Christ the opportunity, ability and guidance to finish my final project report, entitled “The Importance of English for the Staff of Housekeeping Department in Improving the Service Quality at Lorin Solo Hotel”. I would also like to say thank to all people giving me the support and encouragement in writing this final project.

In this final project report, I describe my job training experience in housekeeping department at Lorin Solo hotel, the importance of English for staff housekeeping department and the emerging problem accompanied with the solution based on the job training which had been done by me on March 2nd, 2015 – 2nd June 2015.

Finally, I finish writing the final project, but this final project report might be far from perfect. Hopefully, this final project report will be beneficial to the readers.

Surakarta, January 2016

Deni Kurniawan
ACKNOWLEDGMENT

Firstly, I would like to praise Jesus Christ for the blessing and guiding me during the writing of this final project so I can finish this final project report well. I get many supports from several people in this final report project.

Secondly, I would like to express the biggest thank for those who have given me support, guidance, help, time, contribution, and encouragement. Those are

1. Prof. Drs. Riyadi Santosa, M.Ed, Ph.D as the Dean of Faculty of Cultural Sciences Sebelas Maret University.
2. Agus Dwi Priyanto S.S., M.CALL. as the head of English Diploma Program.
3. Dra. Sri Kusumo Habsari, M.Hum, Ph.D as my supervisor of this final project for her guidance, suggestion, support and motivation in finishing this final project.
4. Dra. Diah Kristina M.A, Ph.D as my academic supervisor for her guidance during my study in English Diploma Program Sebelas Maret University.
5. All the Lecturers of English Diploma Program and all the staff for helping and guiding me during my study.
6. Mr. Purwanto as General Manager of Lorin Solo hotel who gives me opportunity to do job training and observation.
7. The entire staffs of Lorin Solo hotel for their cooperation during my job training there.
8. My parents, Mom and Dad.

9. My brothers, Daniel and Danar, and my sister Diana.

10. All of my friends in class A, Angga, Arif Wijanarko, Dessi, Clarissa, Charimah, Bondan, Dyah Ayu, Adela, Dian, Aisya, Afik, Agatha, Icha, Amar, Arif, Attika, Ardian, Dita etc. It is pleasure and unforgettable moments having a friendship.

11. All of my friends in English Diploma Program 2012, for giving me a nice experience Heri, Feri, Latief, Manggala, Yogi, Oki, Bagas, Yere, Rina, Gilang, Sendi, Henrika, Rendra, Esti, Niken, Myfta, Rahma, Fatwa, etc

12. Finally, all of my friends who have not mentioned here.
ABSTRACT

Deni Kurniawan. 2016. The Importance of English for the Staff of Housekeeping Department in Improving the Service Quality at Lorin Solo Hotel. English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University.

This final project report was written based on the job training experience accomplished for three months in Lorin Solo hotel, starting from March 2nd, 2015 – June 2nd, 2015. The objectives of this report are to describe the activities of the intern in the housekeeping department, the importance of English for the staffs of housekeeping department in improving the service quality and the problems encountered by the intern during the internship.

During the internship, I worked in two housekeeping main sections: the houseman section as public area attendant and the room section as room attendant. My job in the houseman section was to maintain the cleanness and tidiness of Lorin Solo hotel public areas. In the room section, my job was to keep the cleanness and tidiness of Lorin Solo hotel’s guest rooms.

Based on my experience, I served not only local guests but also foreign guests. Therefore, English was very important in the hotel industry especially for the staff of housekeeping department. Although I worked as a housekeeping staff, English was also important in improving the service quality at Lorin Solo hotel.

During the internship at the housekeeping department in Lorin Solo hotel, I had to adapt to a new atmosphere and different responsibility from student life to working life. I encountered several problems; they were the hotel’s terms which I had not known yet and some misunderstandings encountered when communicating with foreign guests. To overcome the problem of the hotel terms, I read more the hotel terms book and asked more to my senior about the terms that I had known yet. To create smooth communication in order to serve the best for the hotel guest, I asked them to repeat their question to clarify their needs.
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