

THE ABILITY TO USE ENGLISH FOR SPECIFIC PURPOSES BY HOTEL RECEPTIONISTS

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Abstract

This research was exploring the use of English for a specific purpose by hotel receptionists in Sorong city. The data was conducted with quantitative but is not pure students. To collected data, the researchers used instruments such as written tests, questionnaire and speaking as instruments. The data was analyzed to descriptive analysis. The result of the study shows that the receptionists' ability in using English for specific purposes was poor. It was shown by written test that consisted of technical terms in hotel. Highest data through an English film, English books. But on the other hand, hotel management never played to improve their English speaking ability, particularly in English coursework, English training, English seminar inside and outside the hotel.

Keywords :ESP English Ability, Speaking Ability

1. Introduction

In the world of tourism, of course not escape from the availability of the hospitality industry which is the main commodity of guests both local and foreign tourists who will stay within a certain time. Hotel as one of the service industries' prioritizes comfort hospitality in the hotel staff, Image to guest satisfaction is very important in this industry. Apart from good service, friendliness and courtesy of the staff is a basic hotel from the comfort of a hotel. several factors that support the performance of hotel services which include the ability to describe and convey a message to guests (communication), the ability to provide services in accordance with the field job master (competence), the ability to understand the needs of recipients service (understanding the customer).

English is also one of the various languages in the world to be learned in the education sector but it is very important to the world of work. "English for specific purposes (ESP) is a term that refers to teaching or studying English for a particular career (like law, medicine) or for business in general. "(International Teacher Training Organization, 2005)". There is a specific reason for which English is learned. We can receive and convey ideas and further communication with other people in accordance with Trudgill (1974) and Ruslan (2018).

English for Specific Purposes (ESP) implies meticulous research undertaken to produce pedagogically suitable materials and exercises for mostly adult learners defined in a specific context by Johns and Dudley (1991). Tremendous efforts have been made in different aspects of ESP courses associated with different disciplines, for example, analyzing linguistic features of English used by businessmen Nelson (2006) and hospital staff as maintained by Blue, Harun, Minah (2003). Assessing the needs of learners working in textile and clothing fields So-mui and Mead (2000), hotel service Jasso (1999) and how to analyze perception of language users in understanding the pragmatics' of the guests both local and foreign tourists by Hartanti, Babikkoi, Iskandar (2018).

The researchers must be careful to note precise words that make the use of English specific purpose by receptionists, and also the exact arrangement of those words. Hence, this research formulated with the objective of how is the receptionists' ability to use English for specific purposes (ESP) in their job site, and to know the ability of the receptionists' hotel in using English for Specific Purpose in their job.

2. Method

The researchers must work with a certain method to get an accurate result of this discussion. The researchers use design with quantitative describe, but the study is not pure students. To get the aims of the research, the researchers want to know the ability by receptionists to use English as specific purposes in their work. So to be conducted in this study, several plans were made to carry out this research are population sampling, instruments, data collection, and data analysis.

The population of the study was the entire receptionist in Sorong city and meanwhile, the sample has be taken from 5 (five) hotels, which consists of 25 persons, such as Grand Pacific Hotel, Mariat Hotel, Paparise Manise Hotel, Waigo Hotel, and Meridien Hotel. And the following describes a sample of the personnel. To collect the data of this research, the researchers use instruments that are written test and speaking test:

According to the data analysis above, all the question and questionnaire is 10 positive sentences, so the researchers used scale 100. Where the statement analyzing of the rating scores by hotel receptionist on a questions test follow as:

Table 1, Rating scales written test

Respondents answers	
Mean score	Category
100	Excellent
80 – 99	Good
60 – 79	Fair
40 – 59	poor
0 – 39	Very poor

3. Result and Discussion

Rating score on written test analysis

Concerned questions on written test of finding data of research, the researchers analyzed with tabulating follow as:

Question I'

Your guests' hotel wash the dirty clothes, you may call.....? The Answer, "Laundry".

Answers	Respondents	Mean score
True	23	92
False	2	8
Total	25	100

Based on the table above, 23 of respondents answer the question is True, or the score is 92 and just 2 respondents answer the question is false with the mean score is 8. According to the rating scales ability of respondents is good.

Question 2

Prima !

How do you spell that name, please....!

Answer, “ pee – ar – ai – em – ei “

Answers	Respondents	Mean score
True	3	12
False	22	88
Total	25	100

Based on the table above, only 3 respondents answer the question is true with mean score is 12 and 22 respondents answer the question is false with the scores is 88. According to rating scales, ability by respondents is very poor.

Question 3

Which of the following is an entry level position in the housekeeping department?

The Answer, “Room attendant “

Answers	Respondents	Mean Scores
True	23	92
False	2	8
Total	25	100

Based on the table above, 23 of the respondents answers the question is true with the mean scores is 92 and only 2 respondents answer the question is false with scores is 88. According to rating scales, ability by respondents is good.

Question 4

What is a role of the front office department in a large hospitality establishment?

The Answer, “Answering the telephone”

Answers	Respondents	Mean Scores
True	15	60
False	10	40
Total	25	100

Based on the table above, 15 respondents answer the question is true with mean scores is 60 and 10 respondents answer the question is false with mean scores is 40. According to rating scales, ability by respondents is fair.

Question 5

Which of the following is a feature of good telephone etiquette?
The Answer, “Speaking softly”

Answers	Respondents	Mean Scores
True	18	72
False	7	28
Total	25	100

Based on the table above, 18 respondents answer the question is true with mean scores is 72 and only 7 respondents answer the question is false with mean scores is 28. According to rating scales, ability by respondents is fair.

Question 6

Which of the following positions is responsible for the training and recruitment of staff in a large hotel?
the answer, Answer, “Human Resources officer”

Answers	Respondents	Mean Scores
True	6	24
False	19	76
Total	25	100

Based on the table above, only 6 respondents answer the question is true with mean scores is 24. And 19 respondents answer the question is false with mean scores is 76. According to the rating scales, the ability of respondents is very poor.

Question 7

Which of the following are features of a suitable storage space for stock?
The Answer, “Appropriate temperature, Sanitized and secure “

Answers	Respondents	Mean Scores
True	11	44
False	14	56
Total	25	100

Based on the table above, 11 respondents answer the question is true with scores is 44. And 14 respondents answer the question is false with mean scores is 56. According to rating scales, ability by respondents is poor.

Question 8

....Is a fast, convenient and cost-effective way of making an inquiry. It is an interactive nature that allows the prospective guest and the hotel to ask questions and exchange information in real-time without written, for quick, accurate agreement on details.

The Answer, "Telephone "

Answers	Respondents	Mean Scores
True	18	72
False	7	28
Total	25	100

Based on the table above, 18 respondents answer the question is true with mean scores is 72. And just 7 of respondents answers the is false with scores 28. According to which rating scales ability by respondents is fair.

Question 9

Room availability records enable front office staff to assess at a glance whether (and which) rooms are available for booking and or allocation. **Except....?**

The Answer, "Security and safety responsibilities

Answers	Respondents	Mean Scores
True	11	44
False	14	56
Total	25	100

Based on the table above, 11 respondents answer the question is true with mean scores 44. And 14 respondents who answer false of the question with mean scores 56. According to rating scales by respondents is poor.

Question 10

Informing the arriving guest of facilities and services likely to be useful and appealing during his or her stay; and perhaps taking the opportunity to offer an upgrade to superior (higher rate) accommodation. The terms mean is.....!

The Answer, "Check-in"

Answers	Respondents	Mean Scores
True	11	44
False	14	56
Total	25	100

Based on the table above, 11 respondents answer the question is true with mean scores 44 and 14 respondents answer is false with scores 56. According rating scales ability by respondents is poor.

Category Ability of Hotel Receptionists in Use ESP

Based on the table rating score with written test (see table I), The mean scores of receptionists' just on 5 receptionists' answer from 10 question test is 8 true, it means do not more mistake. Which used to analyze rating scales ability with written. Just 5 (five) receptionists were able to answer the question use ESP terms to their ability. Look on the finding written test (question 1, question 3).

Afterward, the researchers finding number of respondents about 9 (nine) of receptionists' answers from 10 questions test is moderate to use English for specific purposes in their ability (5 receptionist answer 6 is true, 4 receptionist answer 7 is true). (We can see on table II and finding score analysis) (question 4, 5 and question 8).

And the last, the researchers found number of respondents, about 11 of receptionists are (3 receptionist, 4 answer is true), (3 receptionist, 5 answer is true), (4 receptionist, 3 answer is true) and meanwhile (1 receptionist, 2 the answer is true). It meant that most of the receptionists answer the questions which in ESP term do not have English ability.

Based on analyzing the ability above, the researchers was a conclusion with a measure rating scale (table I, 1390: 25 = 55.6) is poor.

4. Conclusion

Based on finding and discussion, the researchers giving a conclusion describe the ability of hotel receptionists to use (ESP). The research concludes the category ability concerning the written test. The ability by hotel receptionists' are poor with total mean scores 55.6..

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