

**A SURVEY OF ENGLISH COMMUNICATION
DIFFICULTIES FACED BY EMPLOYEES OF THE FRONT OFFICE HOTEL
DEPARTMENT IN PALEMBANG**



A THESIS

**Written by:
REZI IIS CLARAH
2019710016**

**ENGLISH EDUCATION STUDY PROGRAM FACULTY OF
TEACHER TRAINING EDUCATION INDO GLOBAL
MANDIRI UNIVERSITY
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APPROVAL PAGE

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THESIS

By:

Rezi Iis Clarah

2019.71.0016

English Education Study Program
Faculty of Teacher Training and Education
Indo Global Mandiri University
2023

Approved on August 1st, 2023

Advisor I


Nike Angraini, M.Pd.
NIDN. 0221019101

Advisor II


Dio Resta Permana, M.Pd.
NIDN. 0223109303

Certified by,

The Head of English Education
Study Program


Dio Resta Permana, M.Pd.
NIDN. 0223109303

The Dean of the Faculty of Teacher
Training and Education


All Windu Viatra, M.Sn.
NIDN. 0221017901

This is to certify that the thesis of Rezi Iis Clarah has been approved by the board of examiners of the Faculty of Teacher Training and Education, Indo Global Mandiri University on August 21st, 2023 as the requirement for an Undergraduate Degree in English Education.

BOARD OF EXAMINERS

Head of Examiner : Nike Angraini, M.Pd. ()

1st Examiner : Dio Resta Permana, M.Pd. ()

2nd Examiner : Desi Surayatika, M.Pd. ()

Acknowledged by,

The Dean of Faculty of Teacher Training and Education



Aji Windu Viatra, M.Sn.

NIDN. 0221017901

REVISION SHEET

The Title of Thesis : A Survey of English Communication Difficulties Faced by the Front Office Hotel Department in Palembang

Name : Rezi Iis Clarah

Student Number : 2019710016

Study Program : English Education

Date of Test : 16th of August 2023

Approved by the examination committee

Signature/Date

Head of Examiner : Nike Angraini, M.Pd.



NK / 30/23
10

1st Examiner : Dio Resta Permana, M.Pd.



2nd Examiner : Desi Surayatika, M.Pd.



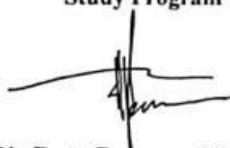
Certified by,

The Head of English Education

The Dean of The Teacher Training

Study Program

and Education



Dio Resta Permana, M.Pd.



Aji Windu Viatra, M.Sn.

NIDN. 0223109303

NIDN. 0221017901

STATEMENT PAGE

I here by,

Name : Rezi Iis Clarah
Place and Date of Birth : Palembang, January 16th, 2002
Study Program : English Education
Student Number : 2019.71.0016

State that;

1. Except for those mentioned by the sources, all of the data, information, interpretations, and conclusions given in this thesis are the result of my observations, process, and thought with the direction of my advisors.
2. The thesis that the researcher wrote is original and has never been handed in another academic degree, neither at Indo Global Mandiri University nor other Universities

This statement is made truly, and if there is ever evidence of forgery in the above statement, the researcher is willing to accept the academic consequence of the cancellation of my Sarjana degree that I got through this thesis.

Palembang, August 21, 2023

The researcher



Rezi Iis Clarah
NPM. 2019.71.0016

DEDICATION

- **This thesis is dedicated to:**
- **My beloved parents: My mother, My father, and my aunt**
- **My beloved siblings and my cousin**
- **Someone who always be there in good, and bad condition**
- **My best friend**
- **My lovely friends on campus**
- **My beloved participant in this thesis (Front Office Hotel Palembang)**
- **My lovely team in the Front Office of Maxone Hotel**
- **Everyone who can not the researcher mention one by one**

MOTTO

- **"If you do not go after what you want, you'll never have it. And if you do not ask, the answer is always no. Also if you do not step forward, you are always in the same place." - Nora Roberts**
- **“Do not stop when you’re tired; stop when you are done.” – Marilyn Monroe**

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Palembang, August 21, 2023

Rezi Iis Clarah

ABSTRACT

English is an international language used to communicate with guests from various countries. Hotel guests vary, not only domestic guests but also foreign guests, therefore English communication skills must be possessed by hotel staff, especially in the front office to provide the best service to guests. Therefore this study aimed at investigating the difficulties faced by the hotel front office and the strategies used to overcome these difficulties. This study used quantitative survey methods. The sample in this study were 119 employees of the Front Office hotel department selected purposively. The data collection was done through a survey questionnaire. The results were analyzed by survey or data display, explanation, and conclusion. The results of this study revealed that (1) front office hotels get various kinds of difficulties in English communication; the aspect of cultural awareness ($M=338.00$), understanding guests' accents ($M=333.00$), the aspect of grammar ($M=324.33$), the aspect of self-confidence ($M=321.00$), then fluency aspect ($M=313.67$), pronunciation aspect ($M=301.00$), listening comprehension aspect ($M=297.75$), the voice quality aspect ($M=273.00$), and the vocabulary aspect ($M=271.00$). (2) The front office hotel employees' strategies for overcoming their English communication difficulties are including the achievement or compensatory aspect ($M=348.20$) followed by the avoidance or reduction aspect ($M=322.25$). The results of this research indicate that most of front office hotels faced difficulties in English communication with foreign guests and have strategies to overcome the difficulties, then also need English courses and training to handle foreign guests to improve their English communication skills.

Keywords: *English Communication Difficulties, English Communication Strategy, and Front Office Hotel.*

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