



## IMPROVING ENGLISH SPEAKING SKILLS IN HOSPITALITY SECTOR FOR SECOND GRADE STUDENTS OF AL MA'ARUF NU SINAH HIGH SCHOOL

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### History Article

#### *Article history:*

Received April 8, 2021  
Approved Mei 25, 2021

#### ABSTRACT

The development of tourist attractions in the central Lombok area must be accompanied by an increase in human resources, especially in the field of English, because of the increasing regional progress which is marked by developments in terms of better arrangement of tourist attractions, especially in the Lombok area. Central, so it has attracted local and foreign tourists to be able to visit these places, such as: Selong Belanak Beach, Kuta beach, An Beach, Sade Village, etc. The development of these human resources can be in the form of providing English courses or at least teaching English that focuses on the field of English for the second grade high school level. In addition to creating skills for students, students can also become responsible workers; this can also develop village potential, can also foster students to actively support government programs in the tourism sector. This research was carried out with the aim of improving English speaking skills in the hospitality sector for Al Ma'aruf Nu Sinah High School students in Pengembur Village, Central Lombok, and this study used a qualitative descriptive method to find out how much the improvement in English skills of second grade students of Al Ma'aruf Nu Sinah High School after this research was conducted. The results of research activities carried out by researchers in 3 months showed an increase in the ability to speak English in a simple form in the hospitality sector for students at Al Ma'aruf Nu sinah high school in Pengembur Village, Central Lombok.

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### INTRODUCTION

Since Lombok Island has been designated as a halal tourism city, progress in Lombok has continued to increase. This is marked, among others, by the development of tourist attractions, all of which have long been in the Lombok areas. In Central Lombok Regency, tourist attractions are increasingly well organized, so that it has attracted local and foreign tourists to visit these places, such as: Selong Belanak Beach, Kuta Beach, An Beach, Sade Village, even today which are busy. The popular topic that is being discussed now is the construction of the Mandalika GP

circuit which is expected to start opening at the end of 2021. The development of tourist attractions in Central Lombok Regency must also be accompanied by an increase in human resources, especially in the field of English. Currently English is still the main language of instruction in the world, so it is still said to be an International Language. It is undeniable that the learning of English obtained in junior high and high school has not been able to provide a guarantee for its output, especially for students and youth who want to be able to speak English well in order to make it easier for them to find work. Therefore, to help students' improve their English skills, especially for students of Al Ma'aruf Nu Sinah High School, Central Lombok Regency, especially in Pengembur Village, this research was carried out.

The ability to speak English in question is the ability to speak English in the hospitality sector because of the construction of the GP circuit in central Lombok, later it will certainly be followed by many hotel developments around the circuit, so there will certainly be many job vacancies that will be given to the community, especially the community. Central Lombok itself, so this research with the theme to teach second grade students of Al Ma'aruf Nu Sinah high school can speak English in the hospitality sector feels very suitable to be carried out in Pengembur Village to anticipate the surge in demand for workers in the future, and can also provide students with most of whom live in the village of Pengembur, what knowledge and skills are needed in the hospitality sector. The implementation of the activity is in the form of providing a number of materials that they really need, especially students when they want to apply for jobs in the hospitality sector, such as what are the tasks and hazards that are often used in doing work as front office, as waiters, and as bellboys. This is so that after completing this lesson, the knowledge gained can be immediately applied in real life encountered in the field, either after the student has finished high school or is only limited to practicing with his friends so that the abilities gained do not just disappear and can be maintained or even developed their skill later. Thus, this study aims to improve the skill to speak English in the hospitality sector for Al Ma'aruf Nu Sinah high school students in Central Lombok Regency.

## METHODS

In conducting research, the researcher need research design. Research design refers to the strategy to integrate the different components of research projects in cohesive and coherence way. Some experts have different opinion about what is mean by research design. According to Creswell (2009:3). Research design is plans and the procedures for research to detailed methods of data collection and analysis.

The function of a research design is to ensure that the evidence obtain enables us to answer the initial question as unambiguously as possible. In this research, the researcher used descriptive qualitative approach because this research focuses on the analysis or interpretation of the written material in context. Materials can include textbooks, newspapers, magazines, papers, films, manuscripts, articles, etc. The material of this study focused on the hospitality sector. Slamet Riyanto. Ary (2010:424) states that the descriptive qualitative deals with data that are in the form of words or pictures rather than numbers and statistics.

Sheman and Webb (1988) assume that qualitative research is concerned with meaning as they appear to, or are achieved by persons in lived social situations. Meanwhile, Bogdan and Biklen (1982) state that qualitative research is descriptive which the data is collected in the form of words or pictures rather than numbers. Data in the form of quotes from documents, field notes, and interviews or excerpts from videotapes, audiotapes, or electronic communications are used to present the findings of the study.

In this research, the researcher used design of descriptive method which is a method of research that attempt to describe and interpret the objects in accordance with reality. The descriptive method is implemented because the data analysis is presented descriptively. The researcher used selected material in the hospitality sector like in sector front office, waiters and bellboy that are being analyzed. Moreover, Endraswara (2011) gives the important features of qualitative research in investigating the literature, such as the researcher is the key of instrument that reads the literature thrifly, the research is done descriptively which elaborated in the form of

words or pictures than numbers, and the process is more priority than result, because literature establishes interpretations. Based on the explanation above, this study is attempted to analyze the improvement of speaking skill of second grade students at Al Ma'aruf Nu Sinah High School especially hospitality sector like in sector front office, waiters and bellboy by using descriptive qualitative, since the description of the analysis in the form of research words.

## RESULTS AND DISCUSSION

The research implementation activities at Al Ma'aruf Nu Sinah senior high school, Pengembur Village according to that field include one main point, namely; The core activity of implementing English language teaching, especially in the hospitality sector in the second grade level of senior high school students. The implementation of the research or the provision of materials begins Monday, January 11, 2021. Each of these research activities can be seen as follows:

1. The provision of materials for second grade students of Al Ma'aruf Nu Sinah high school was held on 11<sup>th</sup> January 2021, as for the field taught by the researcher for the first material was namely the Front Office field. The material provided by the researcher is: Introduction of the front office, where students are taught what is meant by a front office and what the front office does in general. The second meeting was held on 14<sup>th</sup> January 2021 with the subject of Receiving and Handling Prospective Guests, in these meeting students will be taught how to welcome guests in polite and formal language and how to handle various problems that they will face in future guests. The third meeting on 18<sup>th</sup> January 2021 with the material, Doing Reconfirm Reservations, in this meeting the researchers will explain and give examples or practice how to ask a guest who wants to make a reservation whether he or she wants to stay at our hotel or not, after the researcher gives clear explanation, students are also asked to practice what they have learned in pairs with other students. The fourth meeting on 21<sup>st</sup> January 2021 with material on Handling Arrivals and Departures, At the fifth meeting on 25<sup>th</sup> January 2021 with material on Managing Bills, the sixth meeting on 28<sup>th</sup> January 2021, the seventh meeting on 1<sup>st</sup> February 2021 with the subject of Requesting a Deposit, meeting the eighth meeting on 4<sup>th</sup> February 2021 with the subject of Providing Information that Guests Need, the ninth meeting on 8<sup>th</sup> February 2021 with the material of Handling Guest Complaints, the tenth meeting on 11<sup>th</sup> February 2021 with the material of Handling Guest Luggage.
2. After the researcher teach the second grade students of Al Ma'aruf Nu Sinah high school about the front office for one month to improve they English skills, the next was the researcher taught the second grade students of Al Ma'aruf Nu Sinah high school English in the hospitality sector, especially Bellboy. Bellboy is a job in the front office department that will accompany guests from the hotel entrance to the guest room. In this case, a bellboy will help guests who come to bring their goods and ensure that guests get warm service. Bellboy can also be referred to as a porter, however the job position as a bellboy cannot be underestimated because his duties are very complex, especially when accompanying guests to check-in, check-out and also room change. The materials taught by researchers in the bellboy field are: At the first meeting for bellboy material on 15<sup>th</sup> February 2021 with material, Providing transportation services to guests, the second meeting on 18<sup>th</sup> February 2021 with material Picking and delivering guest luggage when check-in and check-out, The third meeting on 22<sup>nd</sup> February 2021 with the subject of Delivering guests to check-in and delivering them to the guest rooms, The fourth meeting on 25<sup>th</sup> February 2021 with the material Delivering letters or faxes to the guest rooms if needed, the fifth meeting on 1<sup>st</sup> March 2021 with the material Standing on a stand-by guarding the lobby door preparing to welcome guests, The sixth meeting on 4<sup>th</sup> March 2021 with the material Providing information to guests about hotel facilities during check-in, the seventh meeting on 8<sup>th</sup> March 2021 with material for reading log books or notebooks to get the latest information. The eighth meeting was held on 11<sup>th</sup> March 2021, with the material to identify the types of

luggage that guests usually carry and code the guest's belongings so that they are not confused with other guest items.

3. After the researcher already teaching about what the students needs to be learned to become a Bellboy for approximately one month to improve the English skills of Al Ma'aruf Nu Sinah high school in the village of Pengembur, the next researcher taught English in the field of hospitality, especially waiters. Working as a hotelier is one of the most interesting and not boring jobs. Every day we will have the opportunity to meet new people who come from different regions or countries, with different cultural backgrounds and may also encounter different problems or challenges every day. One of the most interesting jobs as a hotelier is as a waitress. Waitress is a term for female waiters in restaurants who work to serve food and drink to restaurant guests in a professional manner. While the male service is referred to as Waitress. Work as a waitress or waitress might be the first step to step into the gates of the global tourism industry. The materials taught by the researcher were: First meeting on 15<sup>th</sup> March 2021 with the material Getting to know each item on the hotel menu where you work, The second meeting on 18<sup>th</sup> March 2021 with material knowing which dishes contain meat, dairy products, and common allergens, such as peanuts. The third meeting on 22<sup>nd</sup> March 2021 with material providing alternative suggestions for guests who cannot eat or are allergic to certain foods, The fourth meeting on 25<sup>th</sup> March 2021 with material suggesting guests make additional purchases or suggestive selling, The fifth meeting on 29<sup>th</sup> March 2021 with material on the types of drinks that will be offered to guests, the seventh meeting on 1<sup>st</sup> April 2021 with the material of preparing bills for guests who want to pay, the eighth meeting on 5<sup>th</sup> April 2021 with material taking the order of guests (taking the order) , The ninth meeting on 8<sup>th</sup> April 2021 with material anticipating guest requests, the tenth meeting on 12<sup>th</sup> April 2021 with material on how to deal with problems if there are mistakes made to guests.

## CONCLUSION

The results of the research activities that lasted for 3 months at Al Ma'aruf Nu Sinah high school, Pengembur Village, Central Lombok, showed the following results: The core activity of providing material in the front office field lasted 10 times. As for the results obtained from 10 meetings that discussed starting from the basics of introduction about what front office tasks are to how to practice tasks as a front office professional, it was quite successful in teaching second grade students at Al Ma'aruf Nu Sinah high school in Pengembur Village. Although the first two meetings students still find it difficult about the various tasks that must be known to become an adequate front office, but as the course progresses students are getting bolder to reveal what things they don't understand and are getting bolder to practice the material they have learned directly. Researchers provide so that their English language skills in the hospitality sector, especially the front office, are increasing. Meanwhile, English teaching activities in the hospitality sector, especially bellboys, were carried out and carried out for 8 meetings. As for why this bellboy teaching only has 8 meetings because the material that needs to be explained to become a professional bellboy is not too much because it only takes 3 meetings to explain most of the material and the rest of the other meetings are used for practice. So that the second grade students of Al Ma'aruf Nu Sinah in the village of Pengembur also don't feel too bored by just studying the material but they can also immediately put into practice the results of what they have learned. Meanwhile, teaching English activities in the hospitality sector, especially those that teach how waitresses work, were carried out and carried out 10 times in meetings that discussed starting from the basics of an introduction to what the duties of a waitress are to how to practice her duties as a waitress. The results of the research carried out by researchers from the Nusantara Global Education Institute, the English language study program, were quite successful in being taught to second grade high school students, Al Ma'aruf Nu Sinah, Pemembur Village. This can be seen from the increasing enthusiasm of students in carrying out the practice of several hospitality fields that have been taught. And also the increasing interest of students in learning

English, especially English in the hospitality sector which can make provision for initial skills or abilities to be able to work in the hospitality sector.

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