

CHAPTER I

INTRODUCTION

1.1 Background of the Research

English is a worldwide language used by people in various disciplines and activities which can be tied to their employment. There are many different people with different careers and jobs with which English has a specific form and purpose. The specific form and function of English depend on the tasks they must complete in their career and job. English with the specific form and purpose are distinct from one another. The differences depend on the kind of job, career, task, etc. The specific form and purpose of English commonly so-called English for Specific Purposes (ESP) is used to facilitate people to communicate in specific jobs such as in business, tourism, science, technology, education. English in the specific job is also used in a specific workplace such as in banks, offices, companies, schools, hotels, etc. Even though, English is a foreign language in a country, the use of specific English in the country is very importantly needed. The English mainly is needed in workplaces which involve foreign people or need a service for foreign people. One of the workplaces which need English to serve foreign people is a hotel restaurant.

Hotel restaurant is a sub-division of food and beverage departments in a hotel which serves foreign guests. The food and beverage department is a portion of a hotel that manages food and beverages. The department is responsible for the necessary and other food and beverage services for hotel guests including foreign guests who stay and do not stay at the hotel. The department provides guests various foods and drinks of local, regional, national and international products. The department is a very important part in the tourism industry. George (2008) stated that the department is the second largest category, after accommodation, which becomes a core aspect of

the tourism industry. Therefore hotel as a part of tourism industry needs a satisfying service by the department. At hotel the department plays an important role. Bad service by the waiters at the department can negatively affect hotel development. Guests who get bad service from the hotel department will not stay at the hotel in the future, and the worse one is that the guests do not recommend their family, relatives, and friends to stay at the hotel.

In order to serve foreign guests well and satisfy them, the waiters employing at the restaurant department at hotel should have a skill of specific English related to various foods and beverages which are served in the restaurant and to the location of the hotel. Location of hotel will influence and determine the form of the specific English because the location is related to foods, beverages and related-culture to be communicated with foreign guests. Local foods and beverages have a certain form, taste, tradition, eating-manner/culture (way of eating, time of eating), etc. The specific forms, expressions and pattern of English are derived from the locality. Locality of a place will be different from other places. The different locality causes specific English of a place to be different from that of other places. In a certain region in which English is used in the activities of tourism, there are typical characteristics in various terms in expression and phrases (Elfiondri 2021). For example, specific English served at hotel restaurant in Padang with Minangkabau culture will be different from that of being located in Bali. As quoted Dirgeyasa and Ansar (2015) in Elfiondri (2021) locally-based tourism and the effect of cultural contact on tourists' revisit intention. In the study, Mentawai traditions are those either tangible or intangible which are demonstrated in cultural tourism attractions with a support by locally-based tourism English. The tourism English has typical characteristics of in the terms of culture. Due to the different localities, locally specific English for hotel restaurant needs a deeply scientific study in order that the study results in specific forms, expressions, and patterns of English to which waiters at the restaurants

can refer in communicating and serving foreign guests at hotel restaurants. Besides that the result can also be useful for tourism personnel, hotels, academicians and other stakeholders.

Based on the role of hotel restaurant in hotel industry and the role of locally specific English to serve foreign guests at hotel restaurant, it importantly needs a research which studies specific English used by waiters at hotel restaurants in Padang, West Sumatra - Indonesia. Additionally the study can support hotel industry specifically and tourism industry generally, and fill gap of research in the literature of English for hotel restaurants. Literature review so far shows that there is lack of study on specific English for hotel restaurants in Padang. The study to be held in hotel restaurants in Padang city is focused on English employed by hotel restaurants in communicating and serving foreign guests. Hotel restaurants which are taken as object of the study is restaurant of Grand Zuri Hotel, Truntum (Inna Muara) Hotel, Premier Basko Hotel, Mercure Hotel, HW Hotel, Axana Hotel, Bumi Minang Hotel, Ibis Hotel, Whiz Prime Hotel and Fave Hotel.

1.2 Limitation of the Problem

In this research the writer focusses on finding what are form english expression used to serve foreign guest at hotel restaurant, the pattern of the english expression used in serving the foreign guest and the locally-colored hotel restaurant tourism English used by the waiters.

1.3 Research Questions

The problems raised in this study are formulated as follows :

- a. What are the form of English expression used by waiters to communicate and serve foreign guest at Hotel Restaurant ?
- b. How is the lexical pattern of English expression used in serving the guest ?
- c. How are the locally-colored hotel restaurant tourism English used by the waiters?

1.4 Purposes of The Research

The purposes of this research there are as follows:

- a. To find out the form of English expression used to serve foreign guest at Hotel Restaurant
- b. To find out lexical pattern of English expression used by waiters in serving the foreign guest at hotel restaurants.
- c. To find out the locally-colored hotel restaurant tourism English used by the waiters at the hotel restaurants?

1.5 Significance of Research

This research will be conduct about specific forms, expressions, and patterns of English to which waiters at the restaurants can refer in communicating and serving foreign guests at hotel restaurants. The forms and the patterns required in the tourism industry especially hospitality industry. The result can also be useful for tourism personnel, hotels, academicians and other stakeholders, and the researcher want to this research can be a references for others researcher to study English for Specific Purposes (ESP).