CHAPTER V

CONCLUSION AND SUGGESTIONS

5.1 Conclution

The study of ESP is a method of teaching languages in which all decisions about content and method are based on the learner's motivation for learning. There are two main areas in English For Specific Purposes (ESP): English For Academic Purposes (EAP) and English For Occupation Purposes (EOP) are two types of English (EOP). In EOP, there are two division : English for Professional Purposes and English for Vocational Purposes are two distinct types of English (Evans, 1998). There are two subsections within English for Vocational Purposes: Vocational English and Pre-Vocational English. Vocational English is concerned with language of training for specific trades or occupations, whereas Pre-vocational English is concerned with job search and interview skills. Because it is concerned with the language of training, English for Hospitality Industries is a subset of Vocational English. English for hospitality, or English used in the hospitality industry, is one of the sub-ESPs. Hotel employees, particularly those who frequently interact with hotel guests, must master this skill. Hotel have many devisions, one of the devision is Restauran or Food and Beverage Service is a section where the waiter/waitress has to serve the guests in restaurant. The activities in Food and Beverage Section must be supported by Communication skill and hospitality, in order to make the guest satisfied. Food and Beverage Section should also have waiter/waitress who has the good skill in giving the service.

Based on the research findings, writer found some of form what expressions waiters used to serve the guest and found several of locally-colored language. And writer found what the pattern of expression to serving the guest. In this research the writer found 90 data. Imperative expression

which is the mostly type used in the source of data has 28 data, 31 data interrogative expression and 31 data for declarative expression.

And for the pattern of the expression used 23 data for greeting , 18 data for offering help, 11 data for asking and giving information ,18 data for offering menu, 10 data for taking order, and 10 data for billing and thankyou. For locally-colored terms in tourism English expression used have 22 data

5.2 Suggestion

It is critical to study English for Specific Purposes (ESP), particularly ESP for restaurant and hotel language and politeness. Because working in a hotel necessitates using more polite language than you would in everyday situations. It makes no difference whether you're speaking to a high-level business executive or a vacationing tourist. This research provides several suggestions for the other researchers who want to analyzes as follow :

1. The other researchers can do further research using other theory and other sources of data for example using expression

2. The other researchers can do a research with a type of ESP ,such as ESP for guide, the other researcher just focus on 1 type of ESP to get better understanding and perfect results.

3. Or the next researcher can continue this reasearch with using quantitative method.