

CHAPTER I

INTRODUCTION

1.1 Background of Study

Before graduating from the Diploma III English Study Program at Ganesha University, there is one requirement that must be met, namely Field Work Practice or known as PKL. By Field Work Practice (PKL), students are expected to have their own experience, skills and knowledge. In addition, students will learn about how to work in five-star hotels and how to communicate with guests well, and students will also have the opportunity to learn about hotel facilities and practice with hotel staff directly, especially in Food and Beverage Service.

Implementation of education cannot be separated from learning and teaching activities. According to Huda (2013: 5) learning is a change in behavior. One example of this change is when a student who was initially not very attentive in class turns out to be very attentive.

One of the language components that must be mastered by students is speaking, because speaking skills can affect other language skills, namely listening, writing and reading skills. To speak well, speakers must master pronunciation, intonation, grammar language, and the vocabulary of the language it uses. Speaking skills are not a type of skill that can be inherited even though basically humans can speak. Someone who has speaking skills definitely needs practice and direction. Practicing speaking skills starts early in the school environment. With good speaking skills, students are expected to be able to speak fluently in public and be confident in expressing opinions, questions, ideas or ideas, so that makes it easier for listeners to understand what is being said. The learning process carried out in class will run effectively if the question and answer process or discussion can run interactively

Field Work Practice (PKL) is a form of organizing educational and training activities by working directly, systematically and directed with competent supervision. PKL is carried out to meet the needs of a professional workforce and is expected to apply the knowledge gained, as well as to be practiced by PKL participants in the world of work. Here there is a place for students from the Ganesha University of Education who are training at St. Regis Bali Resort. This hotel is one of the grandest hotels in Bali.

The St. Regis Bali resort is one of the 5-star hotels located in Nusa Dua Bali. This hotel is located on Kawasan Nusa Dua, Bali 80363 (0.8 miles from Nusa Dua Beach). Find a hotel

paradise like no other during your stay in Nusa Dua, Bali. From pristine beaches, immense volcanoes and lush forests to terraced rice fields and ancient landmarks steeped in mysticism, Bali provides a soothing, spiritual state of mind within moments of your arrival. Situated near Nusa Dua Beach, Ubud's Culture Center and Bali Nusa Dua Convention Center, our five-star hotel is the ideal location to experience everything the area has to offer. Explore the island with water sports or eco adventures, including a tour of one of 10,000 sacred Hindu temples and hikes to the lofty peaks of Gunung Agung.

There are several departments in St Regis Bali Resort. One of them is Food and beverage service, this department is in charge of serving guests in the manufacture of food and beverages. In addition, this department is also responsible for welcoming guests, taking orders, and handling guest complaints. In general, Food and beverage service is divided into more sections and more tasks that have different responsibilities. Therefore, food and beverage service is divided into several areas, namely restaurants, bars, butlers, stewards, banquets.

The purpose of this study was to examine the language expressions and the problems faced by the bartenders at St. Regis Bali Resort. It is hoped that this research can give insight to students about the language expressions used by bartenders when communicating with tourists in hotels and the problems that they normally encounter.

1.2 Statement Problem

Based on the background of the study, there are some problems that must be described by the writer. The problems could be stated as follows:

1. What language expressions are used by the bartenders at St. Regis Bali resort when handling taking orders?
2. What are the problems faced by the bartenders in handling taking orders at St. Regis Bali Resort?

1.3 Purpose of the Study

The aims of this research are:

1. To identify the language expressions by the bartender when taking orders the guests order at St. Regis Bali Resort.
2. To identify problems faced by bartender in handling the guests at St. Regis Bali Resort.

1.4 Significance of the Study

1. For the students

This can be used by students who will work in hotels, especially for students who want to work as bartender/ Bar waiters in the F&B Service at five star hotels in Bali.

2. For Future Researcher

The results of this study can be used as an additional information in the future for researchers who want to conduct similar research as Bartender/Bar Waiters in the F&B Service Department at St. Regis Bali Resort.

