

**ANALISIS KEBUTUHAN BAHASA INGGRIS PADA LINGKUP
DEPARTEMEN *HOUSEKEEPING* DI HOTEL FOUR POINT BY
SHERATON BALI UNGASAN**

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ABSTRAK

Penelitian ini merupakan penelitian deskriptif kualitatif yang bertujuan untuk menganalisa kebutuhan bahasa inggris pada lingkup *department* housekeeping di Four Point By Sheraton Bali Ungasan dengan tujuan sebagai strategi dalam mengembangkan kemampuan berbahasa inggris yang professional yang dibutuhkan karyawan housekeeping di Four Point By Sheraton Bali Ungasan, yang nantinya mengarah pada terbentuknya kinerja yang optimal dalam melaksanakan pekerjaan mereka di operasional. Penelitian ini dilakukan di Four Point By Sheraton Bali Ungasan selama tiga bulan dengan metode pengambilan data yaitu wawancara, observasi, dokumentasi, dan studi kepustakaan. Responden yang digunakan dalam proses wawancara adalah *executive houseeping*, staff housekeeping, serta beberapa anak training di department housekeeping. Hasil penelitian ini menunjukkan bahwa fungsi bahasa Inggris yang dibutuhkan dalam lingkup *departemen housekeeping* di Four Points By Sheraton Bali Ungasan antara lain adalah komunikasi internal antara staff housekeeping, komunikasi dengan tamu hotel, penulisan SOP (standar operasional prosedur), dan pelatihan dan pengembangan karyawan.

Kata Kunci: Bahasa Inggris, Ekspresi, Fungsi, *Housekeeping*.

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ABSTRACT

This research is a qualitative descriptive study which aims to analyze the need for English in the housekeeping department at Four Point By Sheraton Bali Ungasan with the aim of being a strategy in developing professional English language skills needed by housekeeping employees at Four Point By Sheraton Bali Ungasan, which will later lead to on the formation of optimal performance in carrying out their work in operations. This research was conducted at Four Point By Sheraton Bali Ungasan for three months using data collection methods, namely interviews, observation, documentation and literature study. The respondents used in the interview process were housekeeping executives, housekeeping staff, as well as several trainees in the housekeeping department. The results of this research indicate that the functions of English required within the housekeeping department at Four Points By Sheraton Bali Ungasan include internal communication between housekeeping staff, communication with hotel guests, writing SOPs (standard operating procedures), and employee training and development.

Keywords: English, Expression, Function, Housekeeping.