

ENGLISH COMMUNICATION CHALLENGES AND STRATEGIES APPLIED BY BELLBOYS DURING GROUP CHECK-IN AND CHECK-OUT PROCESSES AT LOVINA BEACH CLUB & RESORT

TUGAS AKHIR



**PROGRAM STUDI BAHASA INGGRIS UNTUK
KOMUNIKASI BISNIS DAN PROFESIONAL (D4)
JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA**



UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
• Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
• Cetak dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.

TUGAS AKHIR

DIAJUKAN UNTUK MELENGKAPI TUGAS DAN MEMENUHI SYARAT-SYARAT UNTUK MENCAPAI GELAR SARJANA TERAPAN LINGUISTIK



Pembimbing I	Anak Agung Sri Barustyawati, S.Pd., M.Hum. NIP.197806082001122005
Pembimbing II	Dr. I Made Suta Paramarta, S.Pd., M.Hum. NIP.197807102002121002

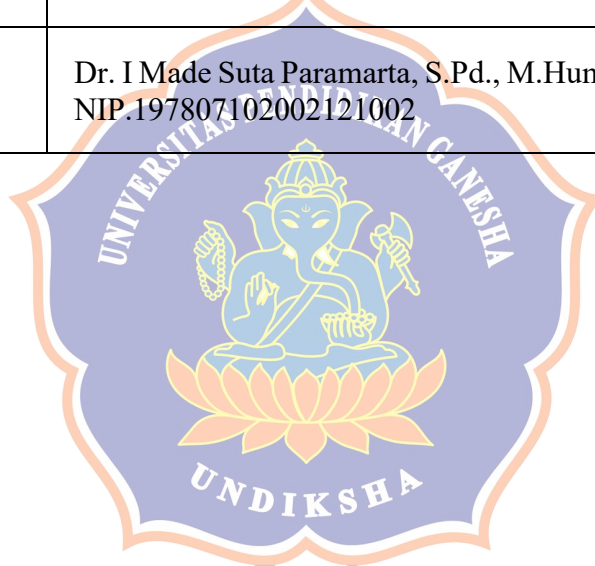


- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetak dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.

Tugas Akhir oleh Made Yudistira Wijaya ini
telah dipertahankan di depan dewan penguji
Pada tanggal 21 Juli 2026

Dewan Penguji

Ketua	Dr. Rima Andriani Sari, S.Pd., M.Hum NIP.197605292005012003
Anggota	Made Suardana, S.Pd., M.Hum. NIP.197506012001121001
Anggota	Anak Agung Sri Barustyawati, S.Pd., M.Hum. NIP.197806082001122005
Anggota	Dr. I Made Suta Paramarta, S.Pd., M.Hum. NIP.197807102002121002



- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetakn dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.

Diterima oleh Panitia Ujian Fakultas Bahasa dan Seni
Universitas Pendidikan Ganesha
guna memenuhi syarat-syarat untuk mencapai gelar Sarjana Terapan Linguistik

Menyetujui

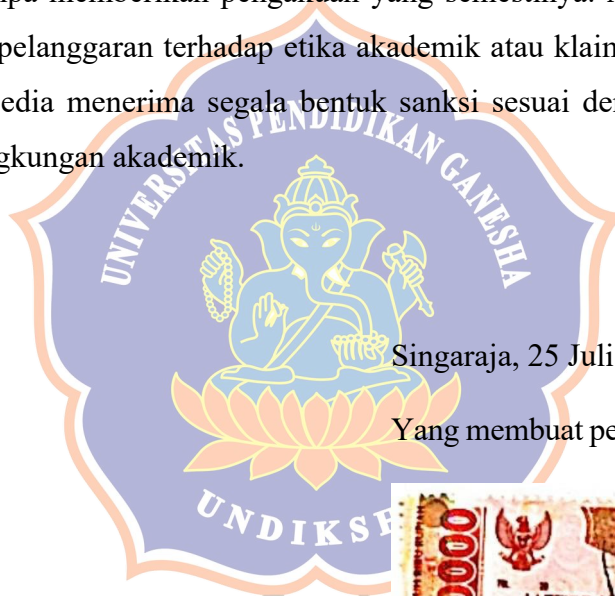
Ketua Ujian	Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd. M.Pd. NIP.198104192006042002
Sekretaris Ujian	Made Aryawan Adijaya, S.Pd., M.Pd. NIP.197712162002121002



- UU ITE No. 11 Tahun 2008 Pasal 5 Ayat 1 "Informasi Elektronik dan/atau hasil cetaknya merupakan alat bukti hukum yang sah"
- Dokumen ini telah ditandatangani secara elektronik menggunakan sertifikat elektronik yang diterbitkan BSrE - BSSN, validitas dokumen elektronik ini bisa dicek menggunakan aplikasi mobile VeryDS oleh BSrE
- Cetakan dokumen ini merupakan salinan dari file dokumen bertandatangan elektronik yang keabsahannya dapat diakses melalui scan QRCode yang terdapat pada sertifikat ini.

LEMBAR PERNYATAAN

Dengan ini saya menyatakan bahwa skripsi yang berjudul "English Communication Challenges and Strategies Applied by Bellboys during Group Check-in and Check-out Processes at Lovina Beach Club & Resort" adalah benar-benar hasil karya saya sendiri. Seluruh isi, data, hasil penelitian, analisis, dan pembahasan yang terdapat dalam skripsi ini disusun secara mandiri berdasarkan hasil penelitian yang saya lakukan serta tidak merupakan hasil plagiarisme dari karya orang lain. Setiap sumber informasi, kutipan, maupun referensi yang digunakan dalam penyusunan skripsi ini telah dicantumkan secara lengkap dan sesuai dengan kaidah penulisan ilmiah yang berlaku. Saya tidak melakukan penjiplakan ataupun mengambil karya orang lain tanpa memberikan pengakuan yang semestinya. Apabila di kemudian hari terdapat pelanggaran terhadap etika akademik atau klaim atas keaslian karya ini, saya bersedia menerima segala bentuk sanksi sesuai dengan peraturan yang berlaku di lingkungan akademik.



Singaraja, 25 Juli 2026

Yang membuat pernyataan,



Made Yudlstira Wijaya

NIM. 2252011010

ACKNOWLEDGEMENT

First and foremost, the writer would like to acknowledge and thank Almighty God, Ida Sang Hyang Widhi Wasa, for His blessings and divine guidance during the whole process of writing this thesis *"English Communication Challenges and Strategies Applied by Bellboys during Group Check-in and Check-out Processes at Lovina Beach Club & Resort."* This thesis is written as a requirement in order to complete my Bachelor Degree program at Ganesha University of Education.

This thesis was completed on time thanks to the guidance, direction, and moral and material support from various parties. Therefore, I would like to take this opportunity to express my gratitude to:

1. Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd., As Head of the Foreign Language Department, who has provided moral motivation and encouragement throughout my studies
2. Made Aryawan Adijaya, S.Pd., M.Pd., for his support, guidance, and dedication in leading and managing the study program.
3. Anak Agung Sri Barustyawati, S.Pd., M.Hum., as the first supervisor and the Academic Advisor, deserves my deepest appreciation for her continuous guidance, support, and encouragement throughout the process of completing this study and during my academic journey at Ganesha University of Education. Her valuable advice, direction, and patience have greatly helped me in developing discipline, improving academic responsibility, and maintaining motivation to complete the study and other academic responsibilities.
4. Dr. I Made Suta Paramarta, S.Pd., M.Hum., as my second supervisor of this research, deserves my sincere appreciation for his valuable guidance,

constructive feedback, and continuous support throughout the process of completing this study. His suggestions, advice, and encouragement have provided meaningful contributions in improving the quality of this research and motivating me to complete this work.

5. I would like to thank Lovina Beach Club & Resort, for providing the opportunity to conduct training and collect data for this research. The valuable experience, knowledge, and lessons gained during the training period have provided meaningful insights into the hospitality industry and the real working environment.
6. I would like to express my deepest gratitude to my beloved family, especially for Bapak, Mamak, and Kakak, who have always been the main supporters and strongest foundations throughout this journey. Their unwavering support, both financially and emotionally, as well as the prayers, passion, and motivation they provide, have given me the strength to overcome all the challenges and complete this thesis. Their unwavering compassion, sacrifice, and support are meaningful and have played an invaluable role in my academic journey.
7. To the special person, Aurellya, thank you for always being by my side and supporting me throughout this journey. Thank you for always giving encouragement, strength, and motivation throughout every stage of this journey and every challenge encountered while completing this study. Your presence, care, and support have brought happiness and meaningful moments into my life. Thank you for always accompanying and becoming an important part of this journey. I love u with all my heart.
8. I would also like to express my gratitude to <Pemuda Basement=, my friends who have accompanied me throughout my university journey from the beginning until

this moment. Thank you for the support, togetherness, and solidarity that you have given during my study process. The memories, experiences, and moments we have shared together have become a meaningful part of my academic journey. I hope that we can achieve success together and continue to support each other in the future.

9. Lastly, I would like to express my gratitude to myself for being able to reach this point and complete this academic journey. Thank you for the strength, patience, and effort that I have given throughout the process of completing this thesis. I appreciate myself for continuing to learn, facing every challenge, and staying committed until the completion of this study. This achievement is a reminder that every effort, struggle, and process is meaningful. I hope this journey becomes a valuable step for me to continue growing and achieving greater things in the future.

In closing, hope this thesis proves useful to everyone. I fully realize that what is presented in this thesis is far from perfect due to my limited abilities. Therefore, I welcome a constructive criticism and suggestions from various parties. I hope this thesis will be useful and beneficial for all of us, especially in the development of education.

TABLE OF CONTENTS

LEMBAR PERNYATAAN.....	4
ACKNOWLEDGEMENT	i
ABSTRACT	iv
ABSTRAK.....	v
TABLE OF CONTENTS.....	vi
CHAPTER I.....	1
INTRODUCTION	1
1.1 Background of Study	1
1.2 Problem Identification.....	4
1.3 Research Questions	4
1.4 Purposes of Study.....	5
1.5 The Scope of the Study	5
1.6 Significance of the Study	5
1.7 Definition of Key Term.....	7
CHAPTER II	9
LITERATURE REVIEW	9
2.1 Theoretical Review	9
2.2 Empirical Review.....	16
CHAPTER III	20
RESEARCH METHOD	20
3.1 Research Design.....	20
3.2 Subject of the study	20
3.3 Object of the study	21
3.4 Method of Data Collection.....	21
3.5 Instruments of Data Collection	24
3.6 Method of Data Analysis	28
3.7 Trustworthiness of the Data	29
CHAPTER IV	31
FINDINGS AND DISCUSSION.....	31
4.1.1 Communication Challenges Faced by Bellboys in Handling Group Check-in and Check-out at Lovina Beach Club and Resort.....	31
a) English Proficiency	33

b) Accent Differences.....	35
c) Unclear or Incomplete Guest Messages.....	37
d) Cultural Differences.....	38
e) Noise / Environmental Challenges.....	40
4.1.2 Communication Strategies Applied by Bellboys.....	41
4.2 DISCUSSION.....	52
CHAPTER V	59
CONCLUSIONS AND SUGGESTIONS.....	59
5.1 Conclusions.....	59
5.2 Limitations of the Study.....	60
5.3 Suggestions	61
REFERENCES	63
1. Appendix 1	2
2. Appendix 2	1

