

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Restaurant business is rapidly developing nowadays. According to Hayes (2006), a restaurant is a food service operation that brings profits, that main business includes selling food / drinks to individuals and guests in small groups. Food and drinks are generally served and enjoyed in restaurants, but in modern time like now many restaurants also offer food and beverage delivery service to the places where the customers are located. Most of the restaurants serve all the major meals, such as breakfast, lunch and dinner. Some restaurants also serve one meal, for example a pancake restaurant that only serves breakfast. There are also restaurants that only serve two meals, for example lunch and dinner menus or breakfast and lunch menus.

The types of restaurant vary greatly in displaying their decorations. The restaurant is decorated with classic, stately, traditional or modern style. In addition, the restaurant also has a variety of service models in serving its cuisine, ranging from types of fast food restaurants, cafeterias and others. In the restaurant business, you must pay attention to the quality of services provided to visitors. Waiters / waitresses must provide the best service so that visitors feel satisfied so that visitors come back to the restaurant.

According to Forsdale in Ivony (2017), communication is an important element in work group, especially for waiters or waitresses in the restaurant. In the restaurant communication is very instrumental to facilitate the operational work. With good communication waiters or waitresses can provide the best service for the guests. To communicate well waiters or waitresses must be able speaking well. One of the foreign languages that is often used by customers is English language. In English language the waiter or waitresses are inseparable from the language functions and language expressions. Language expressions and language functions are very useful for waiters / waitresses to give information for the guests.

There is a hotel in Bali named W Seminyak Bali Hotels that implements high standard English language functions and expressions in serving customers. It is a good model in restaurant communication that needs to be learnt by those who are willing to be restaurant staff especially waiters or waitresses. This hotel is located on Jalan Petitenget, Seminyak Bali. W Hotel Seminyak Bali is a five star Hotel and this hotel is also one of the luxurious hotels in Bali. The hotel has 72 villas and 229 rooms which are divided into 4 types of rooms namely Wow Suites, Extreme Wow Suites, Double Rooms and Marvelous Suites. W Hotel Seminyak Bali has 2 restaurants namely Fire restaurant and Star Fish Bo Restaurant and one magnificent bar called Woo bar.

There were several studies conducted by some researchers. Purnamaningsih (2016) conducted a research at Puri Saron Lovina, on the

language expression used by waiters and waitresses. It was found out that there were 22 language functions and expressions which were commonly used. The language functions and expressions were used to perform polite and friendly language to the customers. Indrisari (2015) conducted a research at Enjung Beji Resort, on the language expression used by waiters and waitresses. It was found out that there were 12 language expressions which were commonly used. The language expressions were used for greeting and handling the complaint. Sardianti (2015) conducted a research at Grand Nikko Bali Hotel, on the language functions and language expressions used by waiters and waitresses. It was found out that there were 15 language functions and language expressions which were commonly used. The language functions and language expressions were used to perform polite and professional service to the customers.

In this case, the writer was interested in identifying the language functions and language expressions used in the food and beverage service section at W Hotel Seminyak Bali. The result of this study is expected to contribute significantly for the improvement of English for Specific Purposes especially English for Hotel and Restaurant.

1.2 Statements of the Problems

Based on the background, the problems can be stated as the following:

1. What are the language functions used in Food and Beverage service section at W Hotel Seminyak Bali.
2. What are the language expressions used in Food and Beverage service section at W Hotel Seminyak Bali.

1.3 Purposes of the Study

From the formulation of the problem, then the purposes of this study is:

1. To identify the language functions which are used in Food and Beverage service section at W Hotel Seminyak Bali.
2. To identify the language expressions which are used in Food and Beverage service section at W Hotel Seminyak Bali.

1.4 Significance of the Study

It is greatly hoped that the result of the study are beneficial for the students, the institution and the hotel, such as:

1. For Students

For students can observe and understand the use of language functions and language expressions in the food and beverage section at W hotel Seminyak Bali.

2. For the Ganesha University of Education

With job training programs, the campus is assisted in taking an active role as an institution that not only develops education and tourism science in Indonesia, but also indirectly contributes to helping and improving the quality of the work industry in Bali.

3. For W Hotel Seminyak Bali

Waiters and waitresses be more confident in handling guests.

