THE QUALITY OF ENGLISH LANGUAGE USED BY
THE FRONT OFFICE STAFF AT KUSUMA SAHID
PRINCE HOTEL

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English
Diploma Program, Faculty of Cultural Sciences,
SEBELAS MARET UNIVERSITY

by

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Title : THE QUALITY OF ENGLISH LANGUAGE USED

BY THE

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PRINCE HOTEL

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MOTTO

All our dreams can come true if we have the courage to pursue them

- Walt Disney -

Success is walking from failure to failure with no loss of enthusiasm

- Winston Churchill -

Don't let what you cannot do interfere with what you can do

- John R. Wooden-
DEDICATION

This final project report is dedicated to:

The Almighty, Allah SWT
My beloved mother and father
My beloved sister
People who love and support me
And to myself
PREFACE

The writer would like to thank Allah SWT for all blessing and guidance. This project report is written to meet one of the requirements for a degree at English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University.

I would also thank all people who support and encourage me in writing and finishing this final project entitled “The Quality of English Language Used by The Front Office Staff at Kusuma Sahid Prince Hotel”.

This report presents the quality of English language used by the Front Office staff at Kusuma Sahid Prince Hotel Solo. As an information center of the hotel, the Front Office Staff should know well about language, especially English language. The Front Office Staff must master English language in order to ease communication with foreign guests. A good communication with guests will create a good image of the Hotel.

I realize that this final project is far from being perfect. Therefore, I would like to invite suggestion and recommendations from the readers in order to make this report better. I hoped the readers can get advantages from this report.

Surakarta, January 2016

Nita Dwiastuti Wulandari
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ABSTRACT

NITA DWIASTUTI WULANDARI. 2016. The Quality of English Used by the Front Office Staff at Kusuma Sahid Prince Hotel. English Department Faculty of Cultural Sciences, Sebelas Maret University.

This Final Project is based on my 3-month job training experience as a Front Desk Officer at the Front Office Department at Kusuma Sahid Prince Hotel. There are two objectives in this Final Project: to identify the kinds of jobs at Front Office Department which need English and to describe the quality of English used for each job in Front Office Department.

Front office is the first place where guests arrive and come in touch with the staff. Front office staff will get information from guests then deliver it to the hotel. Beside that the staff also help customer about problems and complaints from the guests, especially foreign guests. Therefore, English language is needed to communicate with the foreign guests. There are several jobs in Front Office which need English such as Receptionist, Guest Relation Officer, Bellboy, Telephone Operator and Reservation. The use of English language in the jobs above is very important in hotel. Beside to know what the guests need, the use of English language also shows the profesionalism of the employees. Profesional hospitality is the reflection of the hotel’s image.

In this report, it can be concluded that the quality of English language of the Front Office staff at Kusuma Sahid Prince are varied, from the employee who has best quality until the worst. That kinds of quality are based on the education level from each employee.
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