

CHAPTER I

INTRODUCTION

A. Background of the Research

Language becomes one of the important connecting tools between human beings. Therefore, language can be said to be mandatory and important in terms of communication. In a language communication has a very important and absolute role. Language becomes a tool in communication in which language and communication have an inseparable relationship. Language is an interpretation of what the communicator is about to convey to the communicant. The use of language that is good and easy to understand by others will have an impact on communication that runs well too. In the world of hospitality, politeness and accuracy in speaking English in hospitality, in this case English for Hotels, is part of the inevitable service of communicating with guests.

Of course hotel guests will not complain about the language weaknesses of the employees in communicating with them, but they will feel very valued and impressed if the employees can communicate in very polite and appropriate language. The hotel, and its employees, will get positive ratings from guests. The problem is, not all hotel employees master English for polite hotels. To master the conversational English hospitality material, there are several efforts

that can be done, one of them is providing hospitality English learning material.

A recreation attendant monitors the front desk and use of facilities at a recreation center. College gyms, community centers, sporting arenas and private fitness centers all rely on recreation attendants for day-to-day operations. When members, patrons or guests enter a recreation facility, greet patrons and answer any questions they have about programs and facilities. As an attendant, you also answer phones and provide information to prospective members. Maintaining attendant areas and equipment may also be part of the typical attendant's duties. In a front desk or reception area, you help keep files organized, clean the desk and pick up any clutter. The attendant also commonly has an equipment cleaning schedule that involves going around and wiping down equipment with a sanitary cleaner and putting away any loose weights. When equipment is broken, the attendant also puts a sign on it and communicates the problem to the supervisor. While recreation centers generally have open areas for customers' routine use, many also have private courts and rooms for reservation. Taking calls, updating schedules using the computer and letting patrons know what dates and times are available upon inquiry are related tasks. You may have to schedule pool parties or birthday parties in the conference room, for instance. Attendants often have opening and closing duties for some or all areas of a

recreation center. This includes locking and unlocking doors, taking out trash and gathering towels from laundry bins. Folding and storing towels is a common duty of the attendant as well.

HARRIS Hotel and Conventions Bekasi is a 4 star hotel located on Ahmad Yani Bulevar Street Blok. M, West Java, North Bekasi, Bekasi, Indonesia, 17142. As a recreation officer I am responsible for maintaining swimming pools, spas, fitness centers, boutiques, bicycle rentals. In this scientific paper I will use a qualitative method.

B. Question and Scopes of the Research

1. Question of the Research

Based on the background of the problem described above, then the problems in this study can formulated as follows :

- a. What is done by the recreation attendant in Harris Hotel & Conventions Bekasi to get service satisfaction for guests?
- b. What are the problems faced as a recreation attendant while the guests got complained?
- c. What efforts are being made to overcome these obstacles?

2. Scope of The Research

The author only focuses on the tasks and responsibilities of the Recreation Attendant based on job description during the work period.

C. Time and Place of The Research

In this research, the writer needs time to get the data used to compile scientific works to fulfill one of the requirements to pass the Diploma III program at STBA JIA. The author conducted research for about three months. It began in February to May 2020 at Harris Hotel & Conventions Bekasi.

D. Methods of The Research

In order to give accurate and relevant information in this scientific paper arrangement, the writer worked on a job training for 2 months. In that 2 months the writer observed what is the function and the tasks of the recreation attendant in the hotel especially in HARRIS Hotel and Conventions Bekasi.

E. The Systematization of The Research

The systematic of writing means to make the writer easier in taking the understanding of this paper and to make the paper compiled in good composition. The writer divides this writing into five chapters as follows:

Chapter I :Introduction

This chapter explains about statement of the problem, the purpose of the paper, scope of the problem, time and place of the research, methods of research and the systematic of writing.

Chapter II : Theoretical Review

This chapter explains about the theoretical descriptions predicate consists of the definition of Recreation Attendant, role of Recreation Attendant, the main skill of Recreation Attendant.

Chapter III : The General Review

This chapter explains about the historical background and profile of Harris Hotel & Conventions Bekasi, Organizational Structure, and Procedure Work frame.

Chapter IV : The Problem Discussion

This chapter explains about the importance of communication at Sport and Recreation department and obstacles in the implementation.

Chapter V : The Conclusions and Suggestions

In this last chapter, the writer writes the summary based on previous chapter and gives some suggestions to Harris Hotel & Conventions Bekasi.