English Language Needs of Restaurant Waiters & Servers at Pepito Grand

Wahid Hotel Restaurant: A Target Situation Analysis

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ABSTRACT

This study aims at identifying English language needs of waiters and server staff at a hotel restaurant. The participants of this study were 3 male and 3 female senior Food and Beverages staffs of Pepito Grand Wahid Hotel Restaurant, Salatiga. The data of this study were collected through interviews of the target situation of the participants. The result of this study indicates that speaking skill was the major need of the waiters and servers in the hotel because oral communication is the most frequently used skill to communicate with the guests. Besides that, some problems were found in listening such as listening to the accents and the dialects. Listening skill is also needed by the waiters and servers since speaking and listening are interrelated skills. Based on the findings, one suggestion was proposed: to prepare a Language Training program to improve the English language skills of the staff.

Keywords: ESP, Needs Analysis, Target Situation Analysis, Hotel Restaurant, Waiter and Server