

CHAPTER I INTRODUCTION

Nowadays, English becomes very important in business area. In globalization as today, labors must have a lot of skills in order to enter easily into the work field which is getting competitive. English also becomes so important in hotel business because the guests who come to hotel are not only come from Indonesia (domestic guest) but also come from abroad who do not know and understand yet Indonesia language so that they use English as International language. By using English, the hotel employee will understand more and can explain to them about hotel facilities. If the guests suddenly ask something for us, they can answer it easily because they have ability in speak English, as we have learn at Faculty Language and Literature Satya Wacana Christian University.

During our study there, we do not only come, sit, and study at class, but also get many experience about work field and business. One of them is by doing On the Job Training (OJT) or observation and interview about the work field. OJT or observation here is as one of the requierements that should be done by Diploma 3 student to end the study. The observation is done based on the major that they have been chosen before. The students are expected to have better and deeper understanding about the real life in work field after doing this program. Beside that, they also can know well how English is used there.

1.1. Place and Time of the Observation and Interview

The writer did the observation in Le Beringin Hotel Salatiga almost two weeks, since 27th October until 7th November 2014. This hotel located at Street number 160 Salatiga, Central Java. The interviews are done on 30th October 2014 with the first interviewee and 04 November 2014 with the second one.

1.2. Company Profile

Salatiga is one of the cities located in the foothills of mount Merbabu. The air is cold and the location is strategic, situated on the *JogloSemar–* Jogja Solo Semarang, make this city one of the interesting city to visit while on vacation or meeting in Central Java. One of the 3-star hotel accommodations in Salatiga support is Le Beringin Hotel Salatiga.

Company Name	: PT BERINGIN HANJAYA SEJAHTERA
Business Area	: Hotel
Business Name	: Hotel Le Beringin
Classification	: 3-Star
Address	: Jendral Sudirman Street number 160 Salatiga, Central Java
Telephone Number	: +62 298 326129 / 327082
Facsimile Number	: +62 298 316688
Website	: www.hotelberingin.com

1.3. Interviewee Profile

For the interview, the writer interviewed two front office staffs there. The first interviewee is Mr. Bondan who has been working there since August 2010. At the first, he was a laundry man in House Keeping department and then a year later he moved to Food and Beverage department. After two years later, he has been working at Front Office department as a receptionist. His education background is Diploma 3 from IHS Solo. The next interviewee is Miss. Jessica who also studied there. She was graduated on July 2013 and has been working in Le Beringin Hotel as a receptionist since September 2013.