

# Chapter 1

## INTRODUCTION

### 1.1. Place and Time of Observation and Interview

Every Diploma III student of English Language Program of Satya Wacana Christian University has to do an observation according to the concentration or major that he or she takes during the study. This observation is aimed to give students a deeper knowledge and understanding toward the fields of interests. The writer did an observation in Agrowisata Hotel, Salatiga because the writer took hotel industry as his major. The observation was done on December 15, 2014.

### 1.2. Company Profile

Agrowisata Hotel is a company that runs hospitality industry. The area is located in Hasanudin street (Salatiga – Kopeng km 4), Salib Putih, Salatiga – Central Java. It is near Merbabu Mountain, about 500 meters from Salatiga ringroad. Therefore, the place has fresh air, huge area, comfortable place, and quiet because of far from the city centre. That geography condition is good for outbond, outing, gathering, training, seminar, outdoor wedding, and photo session wedding.

Agrowisata Salatiga has also some services that are related to hospitality industry, such restaurant, camping ground, hotel rooms, outbound area and swimming pool.

Moreover, the visitors can enjoy the natural views like Rawa Pening and Merbabu Mountain while they also enjoy to swim and have lunch and breakfast there.

### **1.3. Interviewee Profile**

The writer had an interview with the Front Office Coordinator in Agrowisata, and his profile is as follows:

Name : Alih Tinar Saputra

Position : Front Office Coordinator

Length of Work : 18 months

Sex : Male

